

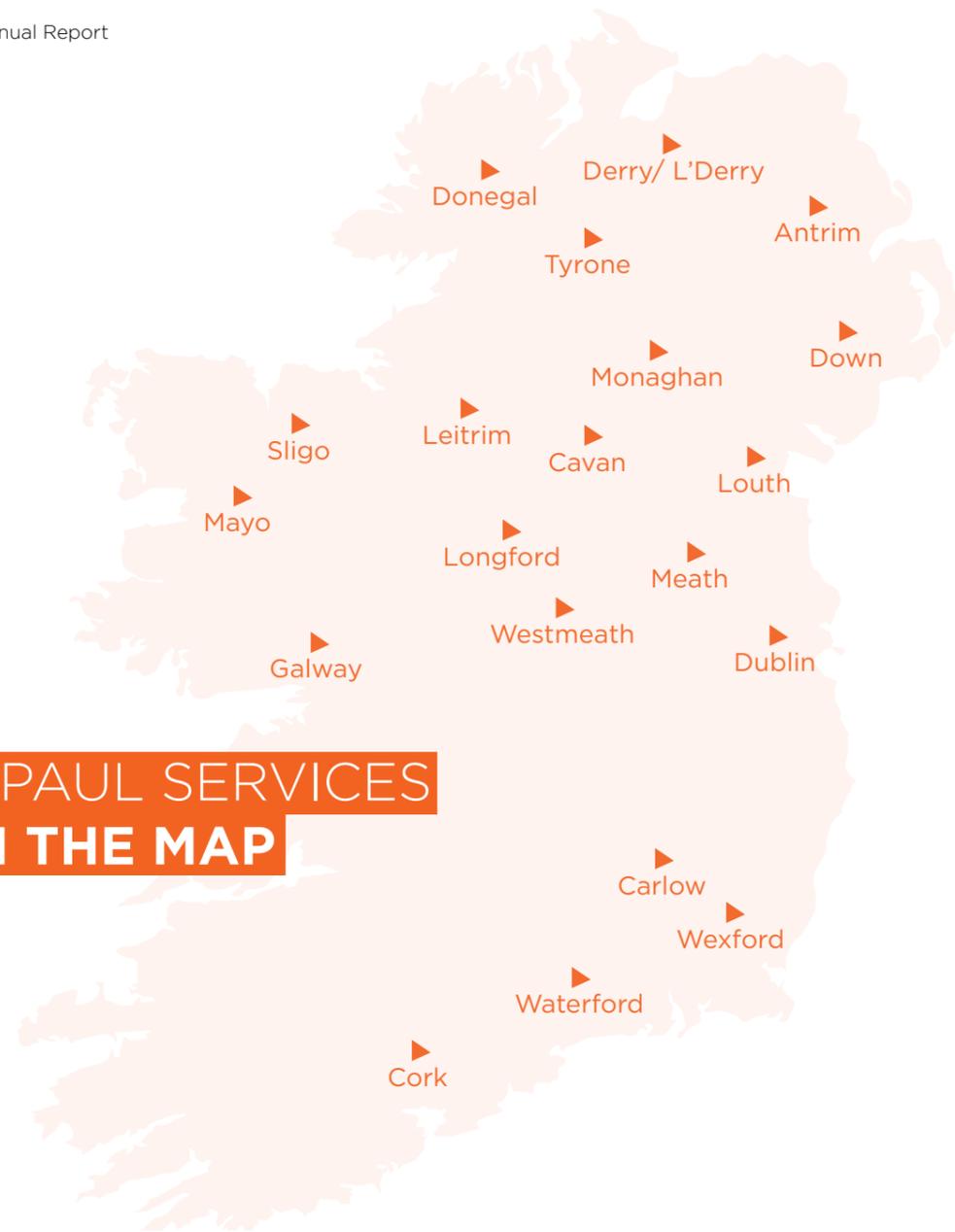


2021 Annual Report

SUPPORTING THOSE
ON THE MARGINS

DEPAUL
Homelessness has no place

DEPAUL SERVICES ON THE MAP



IN 2021 DEPAUL PROVIDED



3670

MEN WOMEN AND
CHILDREN WITH
THE SUPPORT THEY
NEEDED



37

SERVICES ACROSS
THE ISLAND OF
IRELAND



585

WARM BEDS EACH
NIGHT TO THOSE WHO
NEEDED THEM MOST

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CHAIRPERSON WELCOME

The past year has been one of ongoing challenge and uncertainty, dominated by our continued response to the pandemic, but we have risen to the challenge. It was remarkable that, in the midst of dealing with Covid-19, we managed the transfer of seven homeless services from Saint Vincent de Paul to Depaul, welcoming an additional 103 staff members to our team.

The staff at Depaul share a deep passion for eradicating homelessness and changing the lives of those affected by it. I would like to pay tribute to the tremendous and tireless work they have carried out over the last year and the incredible results they have achieved. They are, without a doubt, our organisation's greatest asset.

Globally, people have had to adapt to new ways of living, new ways of working, and new ways of delivering services – not an easy undertaking when you are caring for some of society's most vulnerable. It was never more important for Depaul to unite as an organisation, and with the sector, to ensure that people residing on the margins received the specialist care and support they needed despite tight restrictions.

Visits to our services only resumed after the vaccine rollout, which meant many of the people we support had little or no in-person interaction.

This left many feeling more isolated and greatly impacted on their mental health. A strong support system was never needed more. I have the deepest respect for our service users – their courage, resilience, and determination to move forward is truly remarkable.

Our service users are at the forefront of all of our work and as an organisation we are always looking for new ways to enhance the care we give. I would also like to acknowledge the importance of our volunteers at Depaul in helping us to continue the essential work with our service users.

The challenge of keeping everyone safe in a pandemic inevitably depended on the support we received from our donors and we are very fortunate to have a loyal group of supporters.



Depaul are also very grateful for the support of our partners in government and statutory funders for their financial backing to respond to the needs of homeless people during this time of greatest need.

But just as this crisis has brought many challenges – across every aspect of our personal lives, work, economy and society – it is with a sense of pride that Depaul has worked to adapt, strengthen, and unite towards our shared vision where everyone has a place to call home and a stake in their community.

I acknowledge that much has also been achieved towards our new 2021-2023 Strategic Framework, developing how we will work and the impact we will have in tackling homelessness. Depaul Housing Association has begun to make a significant contribution to providing housing and in 2021 successfully housed 24 service users.

I would like to take this opportunity to thank my Board colleagues for their tireless work and dedication and to specifically acknowledge the complex and demanding work undertaken by them during this period. It has been a privilege to work with my Board colleagues this past year – and with all those across the organisation who each play such an integral role in our work.

I am grateful for the leadership of our Chief Executive, David Carroll, and our Executive Team whose expertise, advice, and direction have been invaluable to steer Depaul throughout these unprecedented times.

I feel fortunate to continue to work with you to deliver on our mission to end homelessness and change the lives of those affected by it.

John Murphy
Chairperson, Depaul Board of Trustees

A WORD FROM OUR CEO

It's an honour to present this year's Annual Report, my fourth as Chief Executive of Depaul.

2021 was another turbulent year where we worked around the clock to keep vulnerable women, men, and children who were homeless safe, healthy, and connected to the world outside our service doors.

A key priority for Depaul in 2021 was to continue to protect the lives of people who were homeless or at risk of homelessness, which meant Depaul was back on the frontline for a second year, delivering lifesaving and pioneering interventions. Our values continued to guide our approach throughout this year and I am extremely proud of the role that Depaul played in responding to the needs of homeless people during a second testing year of lockdowns.

Lockdowns enabled governments to treat homelessness as a public health emergency and act swiftly to accommodate and support people experiencing homelessness. We need to continue to treat homelessness as part of our public health response so we can develop a coordinated approach in reaching a sustainable solution. Homelessness is too big a problem for us to act like it doesn't affect us or our communities. Lockdowns showed us what was possible.

The ongoing pandemic served to underline the social inequalities and housing challenges that we are striving to tackle as an organisation, as we witnessed the most 'at risk' being hit the hardest. This has only steeled our resolve to challenge the injustices that continue to see many individuals and families turning up at our doors. Ireland is ranked as one of the wealthiest countries in the world, no one should be without a roof over their head.

Depaul is a leading provider of temporary accommodation for single homeless people in Ireland and Northern Ireland and, as the country opened up towards the end of the year, 73% of all adults in Ireland who presented themselves as homeless were single.

As we put this report together, over 10,500 people are homeless in Ireland – driven by high numbers of people who are priced out



of the rental market and have nowhere to go. If we are to achieve our objective of eradicating homelessness by 2030, an increased emphasis on housing for single homeless people, and particularly for women, is essential.

Diversity within our service delivery will continue to be an objective as we move forward. In 2021, we witnessed more women presenting to our services than what we could accommodate

Given the challenges of continuing to operate safely during a global pandemic, we couldn't be prouder of our outcomes – 487 service users moved out of homelessness and into suitable long-term accommodation, nearly 16,000 key working sessions went ahead and 1,086 floating support visits to help our service users to move forward positively - to highlight a few.

Our robust governance structures were highlighted in one of the largest transfers of services from one charitable organisation to another when St. Vincent de Paul transferred seven of its homeless services over to Depaul. This transfer took place due to the need to formalise and increase both the governance and service delivery structures to meet the complex and specialised needs of service users in the regions.

Depaul now provides 37 homeless services in 20 counties across both the Republic of Ireland and Northern Ireland. We support a rights-based approach to housing and will continue to use our national remit alongside our expertise to create a more inclusive society where every person has a place to call home.

The challenges for our country will not go away anytime soon, but the innovation, compassion, and passion that we bring to the fight against homelessness and social inequalities makes Depaul a key contributor to the ongoing work for change.

David Carroll
CEO, Depaul

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.

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.

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 23,500 people each year.

The Depaul Group works in strategic partnership with two key international organisations: the Famvin Homeless Alliance (FHA) and the Ruff Institute of Global Homelessness (IGH). Our work during 2021 was again overshadowed by the Covid-19

pandemic, as Depaul continued to adapt and innovate to provide care and support for homeless people around the world.

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 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 2021



SUPPORTING SINGLE WOMEN

Birch Haven, the first service of its kind in the Republic of Ireland, which provides supported accommodation to 13 single women and their children, welcomed its first service users.

MENTAL HEALTH APPEAL

Depaul successfully raised funds through our mental health appeal to hire two Mental Health Specialists, one focused on supporting service users in the Republic of Ireland and one focused on supporting Northern Ireland.

DEPAUL SLEEPOUT

In May, we ramped up the promotion of the Depaul Sleep Out. The Sleep Out started to gain traction and St. Catherine's National School, Goshawk, and CBD Aviation came onboard to give up their warm beds for one night in support of Depaul service users.

GRANT SUCCESS

Depaul successfully secured funding through The Late Late Toy Show Appeal for the position of a Child Support Worker in Republic of Ireland. In Northern Ireland we secure funding from the Northern Ireland Housing Executive for Wifi and IT enhancements across our services.

A MONUMENTAL TRANSFER BEGINS

The transfer of a number of services from St. Vincent de Paul to Depaul begins. Barrow Place in Carlow opens its doors first. This first of its kind own door supported temporary accommodation has 9 self-catering apartments to support men, women and couples who are experiencing homelessness.

DEPAUL IN CORK

Transfer of Deerpark and St. Vincent's services in Cork from Saint Vincent de Paul to Depaul. These 53 and 73 bed services providing people with the opportunity to start to move away from homelessness by basic accommodation and other supports.

JAN

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEPT

OCT

NOV

DEC

NATIONAL LOTTERY GRANT

We were awarded a grant through the HSE National Lottery Fund to equip the surgery in our Orchid House service. This grant funded much needed medical equipment and consumables to support the work of our in-house nursing team.

COVID-19 IMPACT REPORT

We published a report detailing the impact of Covid-19 on Depaul Services to highlight the positive outcomes through our response to the pandemic.

NEW STRATEGIC PLAN

We launched a new strategic plan for Depaul, 2021 - 2023 A Path Home, which will support our work towards impactful positive change across our society in Ireland and Northern Ireland.

LORD MAYOR VISITS SUNDIAL

We were delighted to welcome the Lord Mayor of Dublin to visit Sundial House and witness the important work being done by Depaul staff.

NEW SERVICES OPEN

Transfer of Waterford services from St Vincent de Paul to Depaul begins. McGwire House, a 39 bed specialised support service for homeless men and Ozanam House, a 31 bed service for men and women who are homeless and with complex health needs.

HOTEL IN-REACH & FINAL TRANSFER

Depaul began delivering assistance to families and single people arriving into Ireland and seeking protection through our newly formed hotel in-reach service.

St. Vincent de Paul's final service to transfer to Depaul is St. Martha's and Bethany House in Longford. The transfer of services from SVP to Depaul is now complete.



TRANSFORMING HEALTHCARE IN HOMELESSNESS

In 2021, Depaul took a major stride forward in protecting the health and well-being of the most marginalised in society, whilst making every effort to safeguard the health of our colleagues providing live saving interventions on the frontline.

The continued demands of the pandemic accelerated a shift in our services to deliver specialised healthcare to at risk homeless people. Depaul acted swiftly to transform our offering at a time of unprecedented needs for medically vulnerable homeless people, at the same time maintaining our 37 vital homeless services across Ireland and Northern Ireland.

The growth of our two Covid-19 shielding units funded by the HSE in Ripley Court and The Charles Stuart Parnell hotels throughout 2021 allowed our heroic staff to provide crucial health interventions to shield vulnerable service users as the pandemic raged on. During this year, an additional 240 beds were provided to respond to the urgent healthcare needs of vulnerable people who were homeless.

Depaul provides High Support Accommodation to people experiencing homelessness and who have complex health needs. People referred to the two shielding units suffered from chronic conditions including heart disease, asthma (requiring medication), kidney disease, liver disease, and respiratory illnesses. All those accessing the services are registered as homeless.

Depaul provides vital on-site health care supports. During 2021 we formed a fully equipped nursing and dual diagnosis in-reach team within the shielding units and the impact and outcomes were positive for our service users in terms of saving lives. On-site health support from Depaul nursing staff and specialised dual diagnosis staff worked alongside the project teams to ensure effective healthcare was provided.

In addition, since the onset of the pandemic, Depaul's existing Health Initiative team grew significantly as we responded to the emerging public health crisis.

The Health Initiative team worked across five separate sites in inner city Dublin and in 2021 expanded to provide in-reach support to service users. This additional support enabled our frontline teams to deliver nursing interventions and medication support five days a week, in accordance with the HSE's Covid-19 Guidance for Vulnerable At-Risk groups and settings. It was an extraordinary effort by everybody involved and we are incredibly proud to have seen our values being put so visibly into action.

Sundial House in Dublin 8 is a really special and unique service, which provides bespoke, long-term accommodation for up to 30 residents at any one time. This service provides support to people who have experienced extended periods of street homelessness and have entrenched

2021 IN NUMBERS

479

FAMILIES CAME
THROUGH OUR
SERVICES

alcohol use issues. The facility offers a holistic harm reduction approach where each resident is given support to manage their alcohol consumption and in 2021 we supported 27 service users.

Our Foyle Haven Day Centre in Derry/L'Derry continued to be creative in providing harm reduction assistance for 244 individuals, despite Covid-19 restrictions remaining in place. Project workers ensured that our service users received a range of essential services to maintain good physical, emotional, and behavioural health during these exceptionally difficult days.

Foyle Haven operates a health hub, providing onsite services such as Hepatitis B&C testing, Homeless Nurse clinics, podiatry, counselling services, holistic therapies, naloxone kits, health & hygiene products, showers, laundry facility, including the provision of clothes when required. During 2021, 294 physical health interventions and 146 emotional/mental health interventions were provided to our service users at Foyle Haven. The day centre was also used as a Covid-19 vaccine centre for vulnerable people.

Throughout the most challenging crisis in recent history, we remained focused and positive. With your support, Depaul continued to operate and was able to care for and protect those living in homelessness during the pandemic.

822

CHILDREN FACING
HOMELESSNESS
WERE HELPED

487

PEOPLE MOVED
ON FROM OUR
SERVICES, FINDING
A SUITABLE HOME

ADVOCATES FOR CHANGE

Depaul's Homeless Health Peer Advocacy Programme trains and supports people who have experienced homelessness themselves to provide assistance to homeless people in accessing health services. Depaul works closely with the Inclusion Health service in St. James's and the Mater hospitals to reduce unplanned use of health services and missed appointments and to reengage and retain individuals in specialist care services.

Depaul continued to operate this essential service throughout the pandemic with our Health Peer Advocates supporting service users in attending medical appointments, reducing the number of 'no-shows' to the health service. The support from our Health Peers during these trying times made a massive difference in these areas.

15,835

ONE-TO-ONE
SUPPORT SESSIONS
TOOK PLACE ACROSS
OUR SERVICES

1,801

DIRECT NURSING &
GP CONSULTATIONS
WERE PROVIDED

SAVING LIVES NOW AND INTO THE FUTURE

Throughout these extraordinarily challenging times Depaul supported a total of 2,848 adults and 822 children, representing a 4% increase from the previous year. Our colleagues made heart-breaking sacrifices to ensure that Ireland's homeless population were kept safe and well during the pandemic. Their bravery and commitment to ensuring the best possible outcomes meant that Covid-19 was kept to a minimum and, across the services, vaccination rates were high, vital supports were made available, and move-ons across our services in Northern Ireland and the Republic of Ireland were possible. Remarkably, our frontline staff were working at reduced capacity all through this period.

Despite the difficulties, we have seen amazing outcomes in 2021. Our team delivered almost 16,000 key working sessions to service users throughout the island of Ireland to ensure the needs of each individual and family were met and that no one fell through the cracks.

At Depaul, we place a great emphasis on prevention and ensure that all of our service users have access to secure and affordable homes, within sustainable communities so that they can live with dignity and respect.

Depaul's prevention services work in communities across the Republic of Ireland and Northern Ireland ensuring families and individuals are able to maintain their tenancies and live independently within their own communities.

Through essential community-based services, such as our Ballymun Case Management Team, Depaul was able to support 83 adults and 55 children at risk of homelessness in the community, continuing to support those in need of help despite the onslaught of Covid-19.

In Derry/L'Derry, Depaul's Harm Reduction Floating Support service aims to prevent homelessness and supports individuals with a history of drug and alcohol abuse to remain in their own homes. During the pandemic, this service had to adapt to continue essential work while following strict public health guidelines. In 2021, this service worked with a total of 46 service users, with reduced staff at all times.

Every single day our frontline staff made the brave choice to risk their own health to come to work and safeguard the health & wellbeing of our service users and we can't thank them enough.

TRAUMA INFORMED CARE ON THE FRONTLINES

Depaul is a values-led organisation and the people we serve matter the most. In 2021, we pioneered a new approach of working with our service users through the implementation of Trauma Informed Care (TIC) practices throughout each of our 37 services. This new approach is being used as an informed way of addressing the needs of people encountering or experiencing extra-familial risks or harm.

Research has shown us that a majority of people accessing homeless, addiction, and behavioural health services have histories of childhood and adult trauma and that these trauma histories have significant implications for both mental and physical health as well as treatment outcomes, retention in services, and general wellbeing.

We took a whole organisation approach to introducing this type of care across all of our services. Through our Fundraising & Communications team, we successfully secured funding for the renewal of a 'High Risk Intervention & Counselling Initiative', implemented in partnership with Dunlewey Addiction Services. The project was urgently needed due to the ongoing mental health needs of service users in our Stella Maris and Housing First services in Northern Ireland.

To support the success of the rollout, our Learning & Development team provided Trauma Informed Care training to 65 staff members and this training is ongoing. A new module was created on our online learning platform for staff, reducing training time for staff and keeping costs to a minimum. This new approach was first implemented across our services in Northern Ireland, then to Dublin, and then rolled out to our newly acquired regional services. The implementation of Trauma Informed Care practices has been greatly received and engagement with our service users has been transformative.



Twenty-four service users in both our Stella Maris service in North Belfast and Housing First service in the Greater Belfast area will benefit from this project. On average two thirds of service users in Stella Maris are male with the median age being 50. Service users in both services suffer from chronic drug and alcohol dependencies and alcohol-related illnesses, such as cirrhosis and soft tissue infections. Most have poor mental health, which has been further exacerbated as a result of the pandemic. Through the project, service users will engage in at least four to six individual sessions, which will be spread out over a seven-month period, allowing service users to reflect on their experiences between sessions.

HOUSING LED

In Ireland and Northern Ireland, we helped 487 service users move out of homelessness and on to a more positive future. This represents a 12% decrease on last year – reflecting the heightened challenge for us in securing suitable and secure move-on accommodation for our service users during this period.

In 2021, we formally launched Depaul Housing Association to pioneer long-term housing options for people who use our services. The main aim is to create quality move-on accommodation for people exiting homeless services, supporting a crucial part of our mission to end homelessness.

Depaul is action oriented and, in line with our values, we do what we say we are going to do. During the entire year, Depaul Housing purchased a total of 14 properties and supported 12 new tenancies, housing 24 service users including adults and children. Depaul Housing acts as landlord to the people we house with vital supports to ensure sustainable positive outcomes provided by our Depaul colleagues. Depaul Housing Association operates as a separate registered charity: Reg No. 20157746 (CHY 21987).

Through collaboration and the dedicated work of our staff, we have been able to impact and change the lives of individuals and families. Our housing-led approaches continue to work to support our mission of ending homelessness across the island of Ireland.

“OUR WORK AT DEPAUL IS ALWAYS UNDERPINNED BY OUR VISION - A SOCIETY IN WHICH EVERYONE HAS A PLACE TO CALL HOME. HOUSING LED SOLUTIONS ALLOW US TO FULFIL THIS MISSION. THEY ALLOW PEOPLE TO LIVE THE INDEPENDENT LIVES THAT THEY DESERVE, WHILE KNOWING THAT DEPAUL IS THERE FOR SUPPORT.”

- DAVID CARROLL, CEO DEPAUL



73% OF HOMELESS ADULTS ARE SINGLE

Since the onset of the pandemic, emergency housing measures were introduced to prevent people entering into homelessness during one of the most severe health emergencies in recent times. Despite robust preventative measures implemented by the government, homelessness amongst single adults increased to crisis levels.

By the end of last year, almost 5,000 single adults presented themselves as homeless in the Republic of Ireland. Single people are some of the most vulnerable we meet through our service doors and are the ones who find it the hardest to access long-term accommodation.

Depaul is one of the main providers of temporary accommodation for single homeless people and the support from Depaul has been making a significant difference. During a year like no other, our team stepped up and provided accommodation for 1,164 single adults. Throughout our services in Northern Ireland, our accommodation services supported 107 single adults.

Our Little Britain Street service in Dublin provided 82 bed spaces for single men and women, as well as some couples. Single people are not discriminated against in our services and are supported on their journey out of homelessness. Each service user was assigned

a dedicated keyworker and a bespoke support plan is agreed to help service users identify and achieve their goals and to move away from homelessness.

Our youth focused service, Peter's Place, accommodated 65 single adults in homelessness and helped 19 of these to move into their own homes despite ongoing housing challenges. Our colleagues on the ground say they witnessed more young women being referred than ever before. The need for gender specific services for women experiencing homelessness became even more apparent as the pandemic progressed.

Spire is our Supported Temporary Accommodation (STA) for both males and females. Service users that access the Spire hostel are provided with a key worker who will work with each individual to identify needs and support them to transition away from homeless services and into independent living.

Spire hostel offers a secure bed to allow people the opportunity to regain some stability in their lives. Hot meals are provided for breakfast, lunch, and dinner along with a desert. Service users have their own room key and are encouraged to be independent.

PIONEERING HOUSING SOLUTIONS FOR **MARGINALISED WOMEN**

Depaul recognises that there is a chronic shortage of accommodation and supports available for women who are homeless in Ireland. At Depaul, we provide specialised women only services offering a foundation from which marginalised women are empowered to exit homelessness and build a more positive life. In 2021, we proudly supported a total of 681 women in homelessness across the Republic of Ireland and 291 women in Northern Ireland, whilst helping 141 women to move out of homelessness and into suitable and secure own-door accommodation.

Depaul's Tus Nua Apartments is the first service of its kind in Ireland, supporting women leaving prison and who are at risk of homelessness. It operates in partnership with the Irish Probation Service. Tus Nua is a women only service, led by an all-female team who work closely with these women to push them towards their goals, to help break the cycle of offending and enforce community reintegration for independent living.

When women first arrive at Tus Nua, they are assigned a keyworker. Together they develop support plans to help each woman to reach their goals. These support plans cover the areas of Housing, Educational and Employment, Physical and Mental Health needs, as well in securing positive and sustainable outcomes for service users. In 2021 we proudly supported four women to exit homelessness and move into their own home.

Tus Nua works closely with its sister service, Rendu, for family reunification purposes. Rendu provided accommodation for a total number of 19 families during 2021, supporting 3 positive move-ons to long-term accommodation.

Tus Nua is a non-judgmental service; our door is open to all women in the criminal justice system and our referral process is free from discrimination. Tus Nua is co-funded by the Irish Probation Service and the European Social Fund as part of the ESF Programme for Employability, Inclusion, and Learning 2014-2020.

Within all of our women only services, we encourage the women we work with to take a positive role in the wider community and avail of communal supports while in the service.

Suaimhneas, Depaul's second female only service, provides beds for up to six single women who have completed a residential drug treatment programme. Within the service, days are very structured for the women. Throughout 2021, Depaul is proud to have worked with 16 single women through this service.

We believe we can transform more lives through our housing-led work in the coming years and will continue to advocate for the rights and needs of women and children existing on the margins of society.

WOMEN AT DEPAUL IN 2021



972

WOMEN IN HOMELESSNESS WERE SUPPORTED AT DEPAUL



8

NEW BABIES WERE BORN TO WOMEN IN OUR SERVICES



141

WOMEN HELPED TO MOVE OUT OF HOMELESSNESS, INTO SUITABLE ACCOMMODATION

THE PATH HOME SUZI'S STORY

Suzie is just one of the women supported through Depaul and Depaul Housing in 2021.

Suzie, 42, lost her home in 2017. After spending four years homeless, she came to Depaul's Blessington Street homeless service. Here she got the help she needed to get back on her feet. Through the help Suzie received at Depaul she now lives in her own apartment.

"I was living in my family home for 13 years. I had reared my two kids there – my son and daughter. Then the landlord said he was selling. I was shocked. I didn't have a clue where to go."

"We had made all our family memories there. That's where my children went to school. When we started to pack up everything, it was awful, there was so much I had to leave behind."

"I was devastated. I was staying on friends' settees and I was in B&Bs. I was jumping from here to there. I spent 4 years not knowing where home was. And I was alone. My children couldn't come to visit anymore."

"And when I arrived in Blessington Street in Dublin, the help I got was just unbelievable... I'll never meet a nicer group of people. And it wasn't just a roof over my head. It was all I needed to get back on my feet. I had to pay rent and budget every week, and I loved that. It prepared you for when you move out and get your own place. Then you're ready for it."

"Now through Depaul Housing, I have a long-term lease for my own home and I'm so happy. And I haven't just been left here. The people in Depaul really care."

"When the caseworker in Depaul rings up to ask how you are, to check if everything is alright... I really love that. You're not just thrown in here, they help you budget your money and check if you're up to date with electricity bills and everything. They're kind about it. It's a great feeling. I say to myself, I've done all this. I'm on the right track."

"I'm back where I had my family. This is where I came from and I'm back now. It's making it so much easier for me. It really helps to be around people I know. And I say, if I can survive what I've been through, then I can survive anything. That's the way I look at it. I've got a place now where my son and my daughter can come and visit."

"To the people who make the work of Depaul possible, I'd like to thank you very much. I really, really would like to thank you very much for what you've done for me."

Blessington Street was initially opened in urgent response to homelessness during the coldest months of the year and in 2021 provided stability and security to 26 individuals like Suzie who were experiencing homelessness.



WOMEN AND CHILDREN ON THE MARGINS

Depaul provides emergency accommodation and community supports for vulnerable families who are experiencing the extreme deprivation of homelessness. Over the full course of 2021, 479 families, including 694 children, presented themselves as homeless to our services across Ireland and Northern Ireland. This represents an increase of 17% and 7% respectively in comparison to the year before. Demand for our women and family focused Rendu Apartment service was more than what we could accommodate during this period.

Rendu provides 19 self-contained apartments and caters for single women, pregnant women, and women with children. The service was set up to act as a stepping stone for women who are on the path to independent living and in 2021 supported 38 women along with 25 children.

In Northern Ireland, there was a 78% increase in the number of families who presented to our services as homeless in comparison to last year.

Through our Family Services Floating Support in Northern Ireland, staff worked closely with the families in our services to provide support

and advice and to build and implement a personalised support plan based on each family's individual needs. In 2021 there were 1,086 floating support visits carried out through this service and 8,712 floating support phone calls.

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 services and supports remained closed for most of the year due to health restrictions, families also faced considerable challenges moving into long-term accommodation throughout this period.

Through Cloverhill, we supported a total of 33 families - 43 adults and 52 children living in homelessness. Similar, in Mater Dei, we accommodated 33 families - 42 adults and 41 children. By the end of the year, we reported 28 positive move-ons between both of these family focused services.

A FRESH START

For many years, Depaul has been supporting asylum seekers and refugees living in Ireland. Depaul is at the forefront of service provision in this area, providing a range of support services to migrants in Ireland who face continued challenges as they try to rebuild their lives. One of the key issues of our time is how we deal with the needs of asylum seekers and refugees to support them to fully participate in Irish life.

When asylum seekers are referred to Depaul, they have very few possessions, no money, and no recourse to funds initially. On receiving their status, the next challenge is finding a home.

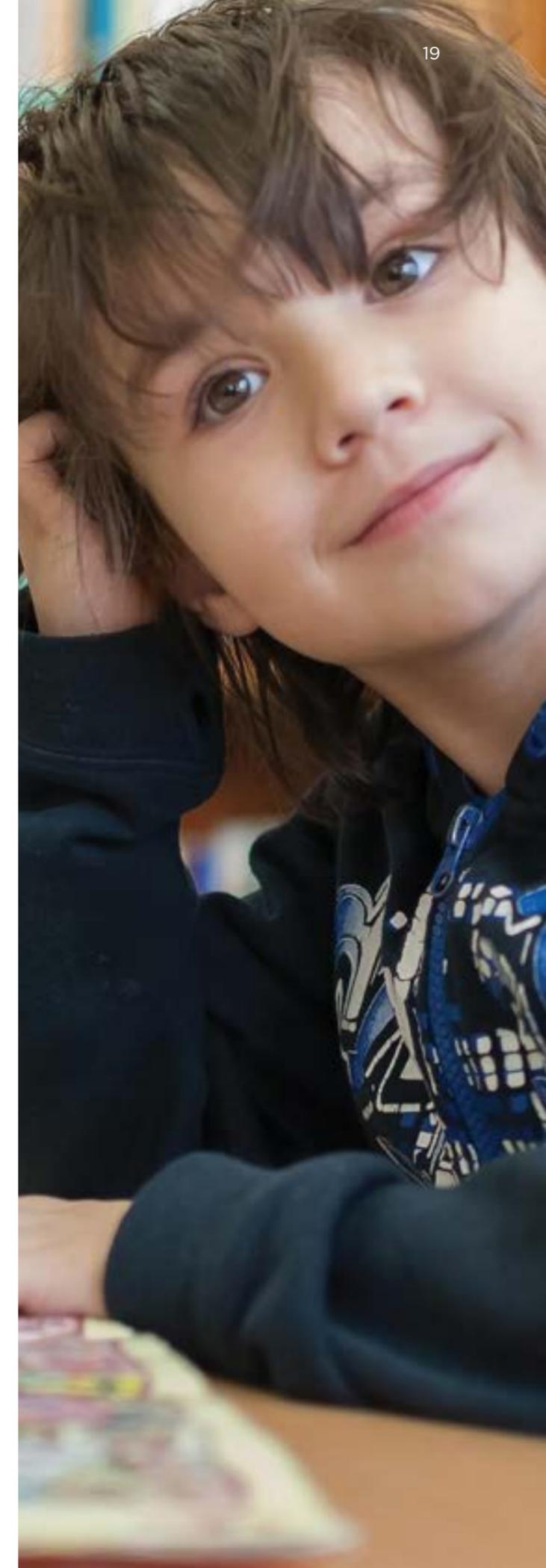
Our Cosán Nua service, delivered in partnership with the Department of Justice, primarily supports asylum seekers who have been granted legal status to remain in Ireland and are at the point of searching for housing and putting down roots in local communities. We also support refugees who have been unable to find suitable and secure accommodation outside of Direct Provision.

Cosán Nua have a part-time place-finder who focuses on properties advertised online across the areas we work in, focusing on those advertised at rates within an affordable top up of the discretionary HAP (HHAP) rates in that county.

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.

Challenges in the provision of housing continued through 2021, but Cosán Nua colleagues effectively helped 282 people (177 adults and 105 children) to move from direct provision into independent living in communities across Ireland.

In 2021, Depaul was enlisted for the first time to provide essential supports to migrants staying in pre-reception settings in hotels in the greater Dublin area. At Depaul, we will always step in where we see a gap in homeless provision to provide solutions.



A HISTORIC YEAR WELCOMING SEVEN NEW SERVICES

“THIS TRANSFER DEMONSTRATES THE RESPONSIBILITY, FORESIGHT AND VISION OF TWO ORGANISATIONS COMING TOGETHER TO HAVE A POSITIVE IMPACT ON PEOPLE FACING HOMELESSNESS”

- AN TAOISEACH MICHEÁL MARTIN TD

Depaul develops its services and housing in line with the needs of people at risk of homelessness, taking into account housing, healthcare, homelessness, and social care policy. Over the last 19 years, Depaul has grown in line with both the complex and changing needs of the homeless population and solutions outlined in government policy.

Depaul now provides 37 homeless services in 20 counties across both the Republic of Ireland and Northern Ireland. At Depaul, we are using our national remit, alongside our expertise working with complex needs, to create a more inclusive society for marginalised groups throughout Ireland.

On account of Depaul's high level of expertise in service delivery, Saint Vincent de Paul (SVP) took the decision to transfer the management of seven of its hostels to Depaul. The paramount consideration between both organisations was to ensure the advancement of housing-led responses to homelessness in these regions as well as to ensure the continuity of service.

The transfer of services from SVP to Depaul was a significant achievement for both organisations, which required a genuine commitment to values driven partnership. This initiative was one of the largest of its kind in Ireland, pioneering a new initiative and leading the way for future transfers within the voluntary and community sector.

The transfer involved an extensive process to ensure the smooth transition of service delivery, always with the service user foremost in mind. A&L Goodbody (ALG), a valued long-term corporate partner of Depaul, played a pivotal role in the successful completion of this transfer by providing pro bono legal support to Depaul. ALG assembled a team of 14 lawyers, including four senior partners specialising in corporate transactions, employment, and property and environmental planning, to work on the transaction. The transaction was completed within six months with minimal disruption to services, which was essential.

Seven regional services were transferred to Depaul, increasing bed capacity by 30% in the Republic of Ireland, providing an additional 234 beds for single homeless people across the regions. This historic handover included the transfer of 103 staff to Depaul, including 17 employees from the Department of Social Protection's Community Employment Scheme.

Depaul now proudly run St Martha's/Bethany Place in Longford, Deerpark and St.Vincent's in Cork, Ozanam House in Wexford, McGwire House in Waterford, and Barrow Place in Carlow.

Our vision, mission and values are what define us as a charity, shaping the way we work and allowing us to support the most marginalised people by helping them to progress to a more positive future.



MEET FIONA, A SINGLE MOTHER OF FIVE FROM DUBLIN

Fiona is a single mother who had been homeless for a number of years. Her five children are in foster care and she is currently living in Mount Brown. Lockdown was very hard on Fiona. The 'stay at home' measures meant that she wasn't allowed to leave the confines of the hostel for ongoing periods of time, but, more importantly, she was not able to see her children. To avoid costly video calls that are hard on mobile data, Fiona's only option was to link in with her children on phone.

The building that our Mount Brown service operates from was built over 100 years ago and was adapted for its current purpose in recent years. The only Wi-Fi point for service users in Mount Brown is in the communal TV room and from the beginning of the pandemic this area was closed off to service users to maintain guidelines around social distancing.

The Emergency Support Grant supported Wi-Fi enhancements in Mount Brown that involved the installation of new cabling and the configuration of Wi-Fi devices throughout the property. This allowed Fiona to keep in constant contact with her children and have regular video calls with them in the privacy of her own room.

Having strong Wi-Fi also meant that Fiona was able to keep assertively engaging with her support worker. With her support worker's encouragement, Fiona participated in an online parenting course during lockdown. The course has helped to improve her parenting skills and grow in confidence as a parent.

In 2021, Mount Brown provided stability and security to 60 individuals like Fiona who were experiencing homelessness and celebrated 8 positive move ons. Staff work in a concerted way with each service user, developing support plans that empower people to move on from homelessness and develop a stake in their community and society at large.

DIGITAL INCLUSION FOR HOMELESS PEOPLE

Depaul works with the most vulnerable people in homelessness, many of whom have underlying conditions that leave them at far higher risk to Covid-19 if contracted. To continue to safeguard people's health and safety in 2021, when the situation was still so uncertain, face-to-face interactions with service users were carried out remotely when it was possible. Visits to our services also only resumed slowly after vaccine rollout. This left many of the people we work with feeling isolated and greatly impacted on their mental health. We knew we had to keep innovating to support our service users through the pandemic and this is where the digital enhancements and improvements facilitated by our Demand for Digital grant from the Community Foundation for Ireland and our Provider Innovation Fund grant from the Northern Ireland Housing Executive made a transformational difference in our services across both jurisdictions.

Broadband and Wi-Fi were initially set up in our services for staff, with hotspots only available in limited locations across sites. Very few service users ever had access. These grants supported Wi-Fi enhancements and the expansion of Wi-Fi to all accommodation-based services. This involved the installation of new cabling and the configuration of Wi-Fi devices in parts of the buildings where the signal was poor. Stronger Wi-Fi allowed us to commence remote, one-to-one sessions with service users and their key workers, as well as facilitating remote interventions with external providers, including healthcare professionals.

In the Republic of Ireland enhancements were carried out by our IT department at Rendu Apartments, a service where 23 women with children who are experiencing homelessness live, our Tus Nua service that accommodates 15 women who have been through the criminal justice system and find themselves homeless, and our Orchid House and Mount Brown high support services that currently accommodate up to 30 and 28 people respectively.

In Northern Ireland communications surveys were carried out in our four accommodation-based services, Mater Dei, Cloverhill, Stella Maris, and Castlehill, to identify areas where Wi-Fi was required but not available. Surveys were also carried out by local management teams with service users in our accommodation-based services to gauge their connectivity needs. Following on from this, full Wi-Fi upgrades took place in all four services. Staying connected in the new virtual environment was crucial at times for our service users and one of the mothers residing in our Cloverhill Family Service said:

"I do all my courses online now... my nanny is very ill and we can now communicate over Zoom... my older child is now able to do all his homework on the school app..."

Additionally, in Northern Ireland outdated phone systems were replaced with VoIP, new hardware was installed in offices, and service users were provided with Chromebooks to support e-Learning and home schooling. IT security training was delivered to 94 staff in Northern Ireland, providing them with the knowledge and skills needed to stay cyber secure in services.

Depaul provides High Support Accommodation to people experiencing homelessness who also have complex health needs. The people we support experience extreme deprivation and, with very little recourse to funds, many of our service users don't own basic mobile handsets. The funding from these grants also allowed for the provision of mobile devices for service users, empowering them to access online services, participate in online classes, and most importantly keep in touch with their families and friends while in isolation.

DEPAUL'S AMAZING VOLUNTEERS

Volunteers are an important part of the work we do at Depaul. 2021 was another challenging year due to the impact of Covid-19 but volunteers continued to play a pivotal role in maintaining the well-being of our service users. In line with the rest of the organisation, our volunteer department and volunteers shifted to new and virtual ways of working. In total, 137 volunteers supported our work across the Republic of Ireland and Northern Ireland.

Volunteer Story: Supporting Fundraising

"I started volunteering with Depaul in November 2017 helping out in the Fundraising and

Communications department in Belfast. I had been a stay-at-home parent for a few years and volunteering with Depaul really benefitted me in lots of ways. It gave me practical skills to put on my CV and it felt good to be contributing to the running of such a great charity.

My experience with Depaul has been hugely positive as a volunteer. It's been satisfying to see the amount of money raised through donations increase year after year and I'm always amazed and heartened to see how generous people can be." - Sean McCloy (pictured opposite, top left)

COMMUNITY BEFRIENDING

The Depaul Community Befriending programme encourages and helps people to discover their potential through a range of interventions and activities. The small team operating from Back Lane in Dublin 8 builds confidence in our long-term residents of this service by encouraging them to participate in events, supports short-term residents at the point of moving on through capacity building, and acts as an extended family for community participants who have re-established themselves in the community. With your support this year, 47 men participated in the programme in 2021, an 18% increase on the previous year.

Our service users really pushed themselves during 2021, opting for outdoor activities that took them out of their comfort zone. In total 23 events took place, a very noticeable 28% increase on 2020. The events were always full and the team had to bring additional volunteers on board to manage increased numbers. There were 131 sign-ups for events in 2021, an enormous 79% increase on sign-ups in 2020.

To meet the increased demand for events and activities, more volunteers were required and we enlisted the help of 24 volunteers in 2021, a 9% increase on the previous year. Six of these volunteers were from the European Solidarity Corps (ESC) programme, which helps young people volunteer in projects throughout Europe.

Volunteer Story: From the Basque Country to Befriending

Irene, who was a Befriending volunteer in 2021, is from Basque country in Spain. Already established in her career as a dentist, her dream was to take a year out and volunteer overseas. She discovered Depaul through the ESC. Depaul's vision, mission, and values spoke to Irene and so, as she was just about to turn 30, she decided to take a sabbatical and travel to Ireland to volunteer with Depaul in Back Lane and with the Depaul Community Befriending service.

Restrictions were in place when Irene began volunteering. Through video calls, Irene connected with participants online, built trust, and established relationships. She met participants online regularly, shared recipes, did crosswords and quizzes, and just talked to people about how they were feeling and how their day was going. When restrictions eased Irene was matched with a community participant who had just moved out of Back Lane and they began to regularly link-in with each other in person.

Reflecting on her experiences volunteering with Depaul Community Befriending, Irene stated that she was firstly very grateful to Depaul for giving her the opportunity. She found meeting and supporting people really enjoyable and rewarding.



137
DEDICATED
VOLUNTEERS
WORKED
ACROSS OUR
SERVICES

6799
VOLUNTEER
HOURS
DONATED

10
FULL-TIME
EUROPEAN
SOLIDARITY
CORPS
VOLUNTEERS

OUR FINANCES AND GOOD GOVERNANCE

Depaul wishes to extend its gratitude to our statutory partners; the Dublin Regional Homeless Executive, local authorities in Cork, Carlow Longford, Waterford, Wexford 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 this second year of Covid-19 and its consequences.

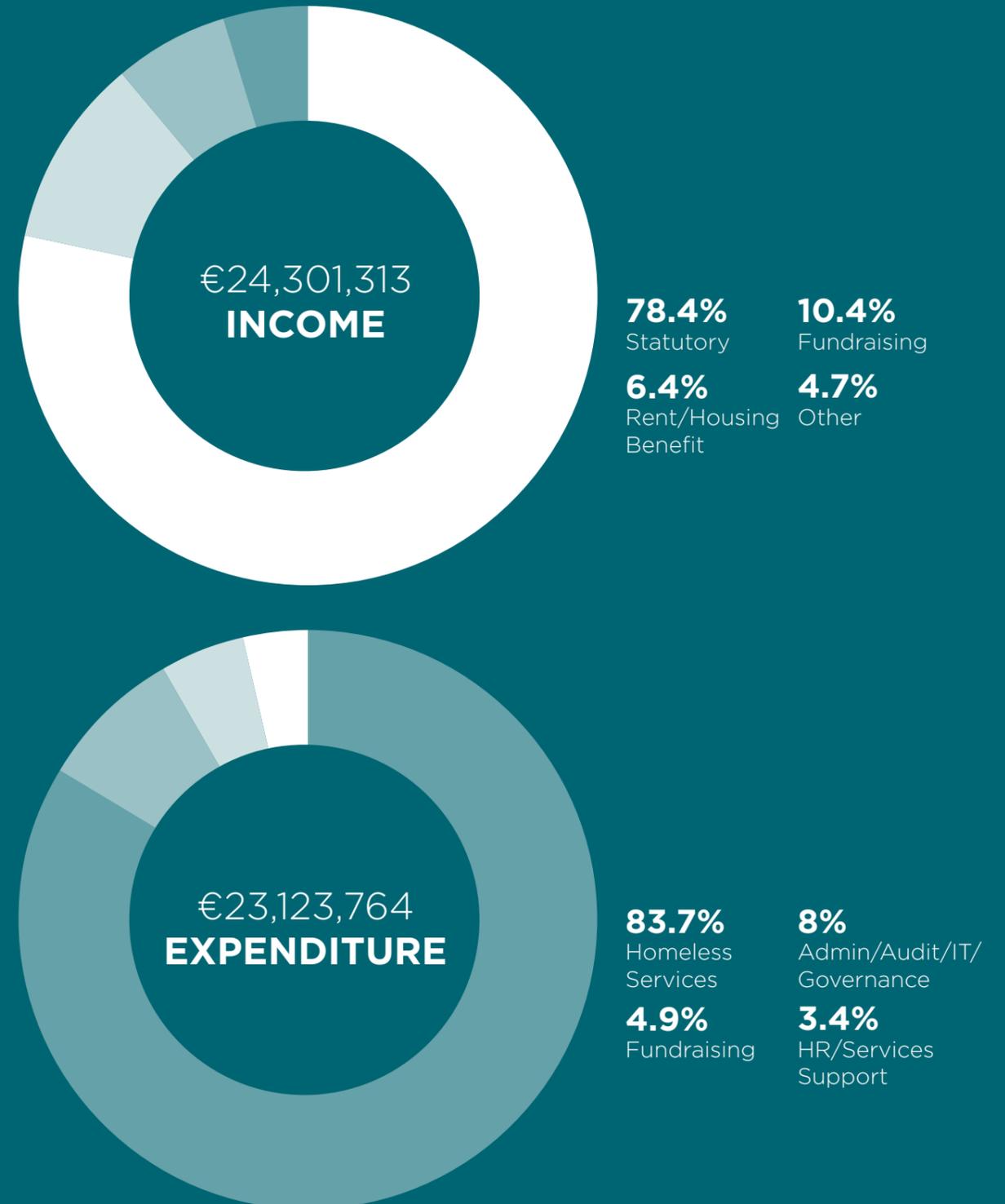
Depaul demonstrates transparency and accountability in all activities at all levels of the organisation. Depaul is governed by a non-executive Board, which is supported by three non-executive committees with formal terms of reference.

Depaul has robust controls and procedures in place to ensure good financial management and decision making. Our Statutory Financial Statements are prepared in compliance with SORP, which is the recommended standard for charities, and are subject to external audit. We are also subject to periodic and random audits by external organisations, such as local authorities and other state agencies from which we receive funding. We also have a number of service level agreements with several government departments and are required to make quarterly and annual returns for this funding stream.

Our Board of Trustees play a vital role in ensuring that we, as a charity, are adhering to best practice at all times. In October 2021, Trustees reviewed our adherence to the Governance Code and confirmed full compliance.

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.

OUR INCOME AND EXPENDITURE



THANKS TO YOU PEOPLE ARE THRIVING

2021 was another monumental year, carrying significant changes to the fundraising landscape, as we continued to navigate our way through the pandemic. Depaul's small but dynamic fundraising team raised almost €3m throughout the Republic of Ireland and Northern Ireland through a broad range of fundraising activities. This income was driven predominantly through the generosity and loyal support of many individuals and families, alongside corporate partnerships and initiatives, events, community engagement, and grant and trust funding.

Some milestones for 2021 include our Presents for All campaign, which has been running for over 10 years to ensure that each and every one of our service users receives a small gift on Christmas morning. With the transfer of 7 new services to Depaul shortly before Christmas, the 2021 Presents for All campaign was the largest campaign of its kind to date, but we still managed to deliver 3,162 gifts to our service users across all our services in both the Republic of Ireland and Northern Ireland. We were also successful in raising sufficient funds to fully support the roles of two Mental Health Specialists, one focused on our Dublin services and one on our Northern Ireland services. These funds were raised through our mental health focused appeal delivered in March to our individual supporters. Additionally, we successfully secured funding for a Child Support Worker through The Late Late Toy Show Appeal, this hugely impactful role is focused on supporting the children in our family services in the Republic of Ireland.

High quality donor stewardship remained at the forefront of all of our fundraising efforts throughout 2021. We held our first ever Donor Appreciation Event in November, where we invited funders, corporate supporters, major and individual donors to hear about the positive impact they have enabled for men, women, and children impacted by homelessness. It was a great event and positively received by our donors and supporters, who valued an opportunity to engage with those in our services. Feedback from the event was very positive and we will continue to expand

opportunities for similar engagements with our valued donors and supporters in the future.

We would like to take this opportunity to extend our sincerest and heartfelt thanks to all of our funders, individual donors, major donors, community fundraisers, and corporate partners. We simply would not be able to provide the level of service we do to each of the men, women, and children in our care without your ongoing and loyal support and generosity. Thank you!

OUR SUPPORTER PROMISE

We are committed to maintaining the highest standard of financial integrity.

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

We do, and we always will.

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



“OUR ‘PRESENTS FOR ALL’ CAMPAIGN IS NOT ONLY ABOUT ENSURING OUR SERVICE USERS RECIEVE A GIFT ON CHRISTMAS MORNING...IT’S ALSO ABOUT MAKING SURE THEY KNOW THAT SOMEONE CARES ABOUT THEM AT WHAT CAN BE A DIFFICULT TIME OF YEAR”

- DERMOT MURPHY, DIRECTOR OF SERVICES & DEVELOPMENT

“WE ARE SO PROUD OF OUR AWARD WINNING LEARNING AND DEVELOPMENT PROGRAMMES AT DEPAUL. WE INVEST IN OUR STAFF’S DEVELOPMENT BECAUSE THEY ARE KEY TO THE LIFE SAVING WORK THAT WE DO EACH AND EVERY DAY”

- Sarah Reeves, Director of People and Organisation



THE DEPAUL TEAM

The team at Depaul is made up of over 675 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 that all of our services can operate effectively and with the resources required. Alongside this, our extensive team of 137 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.

Staff learning and development is coordinated by our People and Organisation department. During 2021, our People and Organisation department began to design and develop 5 new eLearning modules for our dedicated frontline staff. Modules covered a range of topics including Low Threshold, Harm Reduction, Empowerment and Engagement Toolkit, Professional Boundaries and Depaul vision, mission and values. The department were also awarded the prize for the Best Learning and Development Strategy in the HR at Leadership & Management Awards 2021.

BOARD OF TRUSTEES

John Murphy, **Chairperson**

Paul Stanley, **Treasurer**

Patricia Blaney
(resigned 24 November 2021)

David Lane

Jennifer Lee

Mary Leonard

Fr. Joseph Loftus

Yvonne McWhirther
(appointed 30 June 2021)

Michael Murphy
(resigned 5 February 2022)

Sr. Margaret O'Donovan

Paul White

Company Secretary: Laurence J. Tuomey

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Crowe Ireland

40 Mespil Road
Dublin 4, D04 C2N4

SOLICITOR

A&L Goodbody

IFSC, 25-28 North Wall Quay
Dublin 1, D01 H104

EXECUTIVE LEADERSHIP TEAM

David Carroll, Chief Executive Officer

Dermot Murphy, Director of Services and Development

Kevin Barrett, Director of Finance, IT and Risk

Mairéad McGinn, Director of Fundraising and Communications

Sarah Reeves, Director of People and Organisation

REGISTERED OFFICES

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DEPAUL

Homelessness has no place