



NOVAS INITIATIVES
fostering social inclusion



ANNUAL REPORT 2013



**A LOT
CAN
HAPPEN
IN A
YEAR**

"Follow your
Heel



CONTENTS

- 01 Chairman's Address
- 03 CEO's Statement
- 04 Timeline
- 06 Map highlighting our services
- 07 Management Structure
- 08 Who We Are
- 10 Developments 2012-2014
- 14 Renewal & Growth during 2013
- 22 The Year in Review
- 29 Our Services
- 48 Fundraising & Volunteers
- 50 Governance
- 51 Financial Report

WE WOULD LIKE TO
THANK EVERYBODY
WHO PARTICIPATED
OR ORGANISED
A FUNDRAISING
EVENT, SPONSORED
SOMEBODY WHO
TOOK PART IN ONE,
MADE A DONATION
OR VOLUNTEERED
THROUGHOUT THE
YEAR.



CHAIRMAN'S ADDRESS

2013 was marked by an unfettered increase in the number of people becoming homeless. Behind the escalating numbers, the personal heartbreak of nowhere to call home was unfolding for each of these families, children and single adults throughout Ireland. While it was, and continues to be, a crisis of national proportion, it is a deeply personal tragedy for all those affected.

It was Novas' primary objective throughout 2013 to support as many people as possible to exit homelessness – those experiencing homelessness for the first time as well as those with a long history of being out of home. Through our range of services and continuum of care, we sought to respond to the complex needs of our client group. From homeless families, to older single men entrenched in homelessness, to a new generation of youths who experienced the fall-out of the economic crash more than most – we sought to support all their needs through a range of responses tailored specifically to these groups.

The redevelopment of Brother Russell House, which began in 2013, will provide long-term permanent housing with holistic supports for a group of men who have been homeless for many years, even decades. Our Housing First project is seeking to meet the needs of our younger clients and the extension of our outreach services is supporting more people to remain in their own homes. Moreover, the development of a special unit in McGarry House for pregnant women, active in their addiction, highlights our ability to react spontaneously to the unfolding crisis.

Working in partnership with our funders, local philanthropists and other homeless agencies has ensured the best outcomes for our clients and residents. We are deeply grateful for the support provided by all our partners, particularly the local authorities and the HSE.


The dedication of our staff team has ensured uncompromised care and support of all our clients, during years of unencumbered financial cuts. I would like to take

this opportunity to thank all our staff members for their dedication and commitment throughout the year. The impact of funding cuts has been borne largely by them so that, as far as possible, our services are not affected by the cuts. We are extremely blessed to have such a united staff team.

We would like to thank everybody who participated or organised a fundraising event, sponsored somebody who took part in one, made a donation or volunteered throughout the year. Without the support of our local communities and the generosity of local businesses, individuals and schools, we would not have been in a position to support as many people as we did throughout the year. During 2013, more than 2,000 people were provided with a service and more than 10,000 meals were distributed through our Street Outreach programme. We could not have done this without the kindness of so many people. I would like to extend my deepest thanks to you all. Every donation and event – big and small – enables us to reach more marginalised people in our communities. All monies raised through donations and fundraising events goes directly to supporting our clients.

As we face into further challenging times we are confident that with the continued support of all those who contribute to our efforts, we will continue to help make real improvements in the lives of all those relying on the services provided by Novas Initiatives.

Michael Flynn
Chairman



THROUGHOUT 2013 NOVAS HAD A SIGNIFICANT BUILDING PROGRAMME, WE EXTENDED OUR OUTREACH SERVICES AND INTRODUCED A HOUSING FIRST PROJECT, AS A MEANS OF ADDRESSING THE VARIED NEEDS OF OUR CLIENT GROUP.



A NOTE FROM OUR CEO

Welcome to Novas Initiatives Annual Report 2013. In a year that saw an increasing number of homeless people seeking a service, we sought to respond to the complex and growing needs of this group in a multi-faceted way.

Throughout 2013 Novas had a significant building programme, we extended our outreach services and introduced a Housing First project, as a means of addressing the varied needs of our client group.

Housing First is a directional shift in the range of care we provide, as a means of supporting young adults entrenched in homelessness, for which other avenues have been exhausted with poor outcomes.

Our building programme was spurred by our internal objective of providing single units of accommodation for those accessing our services and by the ever-increasing number of people finding themselves in need of homeless accommodation. During this year our Brother Russell House in Limerick was knocked to the ground and a complete redesign, rebuild and renewal was inaugurated. This project, which took many years to get off the ground, will be completed in the latter months of 2014, with 33 units of purpose-built accommodation available, with a specific service for those presenting with a disability. Existing clients of Brother Russell, many of whom have lived there for more than a decade, will no longer be deemed homeless, a stigma they have carried for many years. The service will provide permanent accommodation for those who need it. This is something we are very proud of.

We also began the development of Bellevue Children's Home in Dublin during 2013. This too will be finished in 2014, providing dedicated accommodation for asylum-seeking children in a home-like environment, while separated from their families. On the same site, the construction of eight two-bed apartments has also begun, which will go some way to meeting the demand for housing

in the area, by providing permanent accommodation for formerly homeless individuals, with support in situ.

None of these developments would have been possible without the support of our partners, particularly the HSE and the Department of Environment. We are also indebted to the JP McManus Foundation for their continued financial support during the recent challenging years.

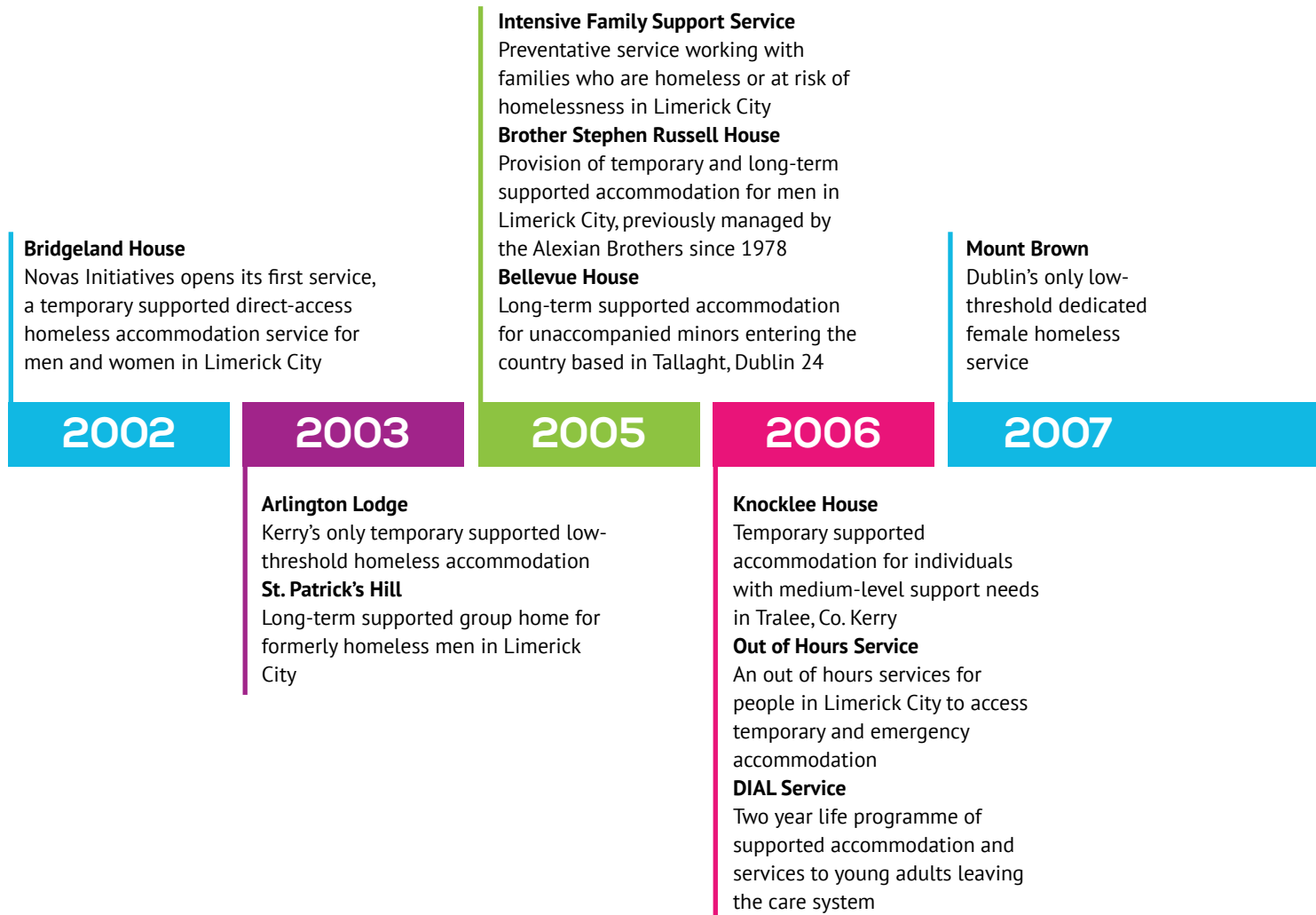
I would also like to pay tribute to Novas' marvellous staff and volunteer team, including our Board of Directors, whose commitment and support never fails to inspire me. Without their dedication and kindness, we would not be in a position to do what we do. During 2013, their commitment, energy and passion allowed us to support 2,014 families, children and single adults who were homeless, at risk of being so or on the margins of society. This is 23% more people than in the previous twelve month period. During the same time, 10,000 meals were distributed through our Street Outreach Service by our dedicated volunteer team.

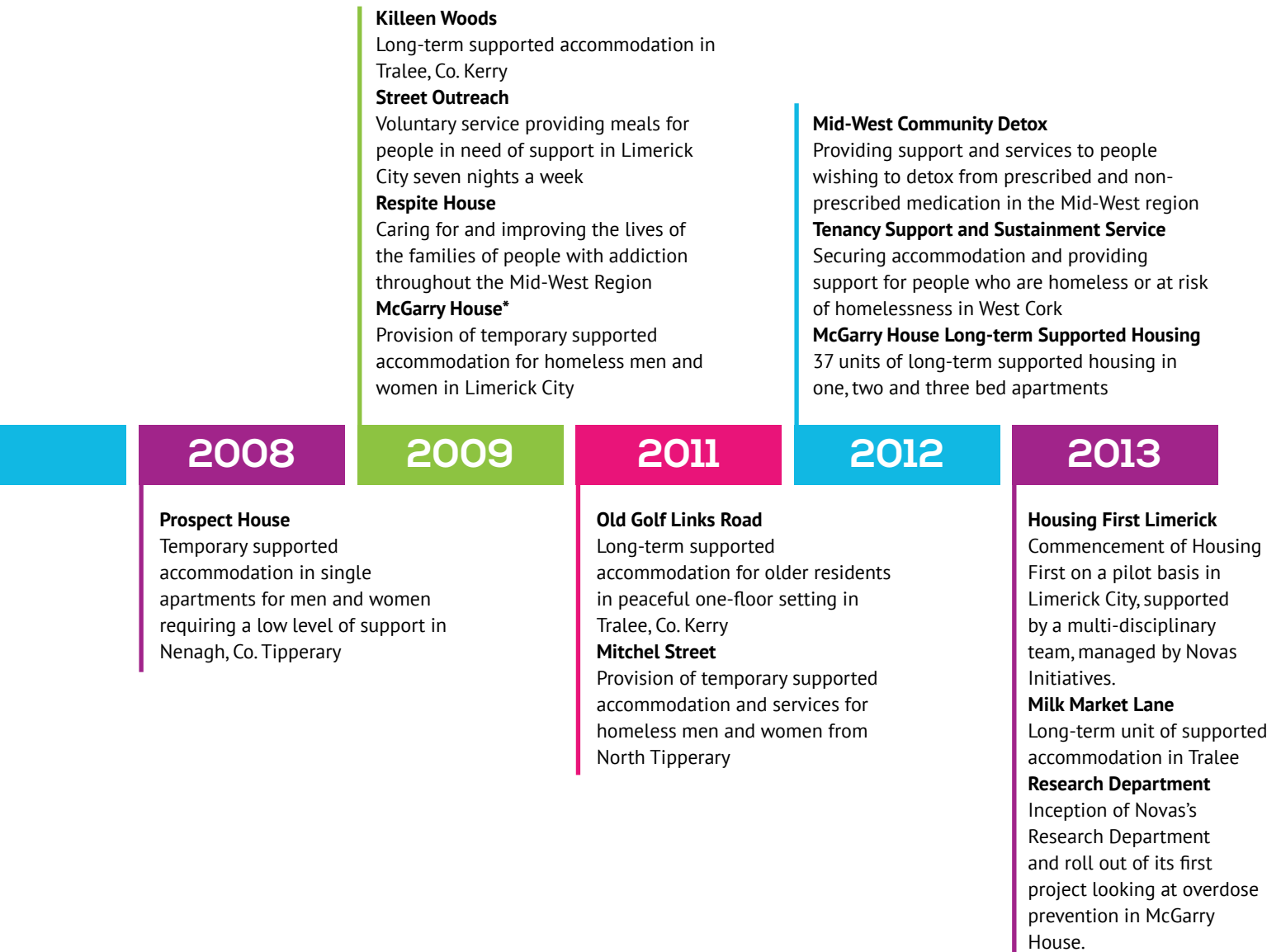
We will continue to fight for the right to a home for every member of our society, until long-term homelessness is eradicated. We will also continue to provide housing for many vulnerable people in the communities in which we work. While the odds are currently stacked against us, we believe it is achievable through a meaningful partnership between the service providers, government and wider society. We all have a part to play in ending this crisis, affecting too many people in our society.

Michael Goulding
Chief Executive Officer



TIMELINE





* McGarry House replaced Bridgeland House in the provision of temporary supported accommodation for homeless men and women in Limerick City.

NOVAS INITIATIVES MAP OF SERVICES

Limerick City

- 01 Street Outreach
- 02 McGarry House
- 03 Intensive Family Support Service
- 04 Brother Stephen Russell House
- 05 DIAL House
- 06 Mid-West Community Detox
- 07 Out-of-Hours Service
- 08 St. Patrick's Hill

Tralee

- 09 Killeen Woods Homeless Accommodation
- 10 Knocklee House
- 11 Old Golf Links Road Homeless Accommodation
- 12 Arlington Lodge Homeless Accommodation

Dublin

- 17 Mount Brown Homeless Accommodation
- 18 Bellevue House

Cork

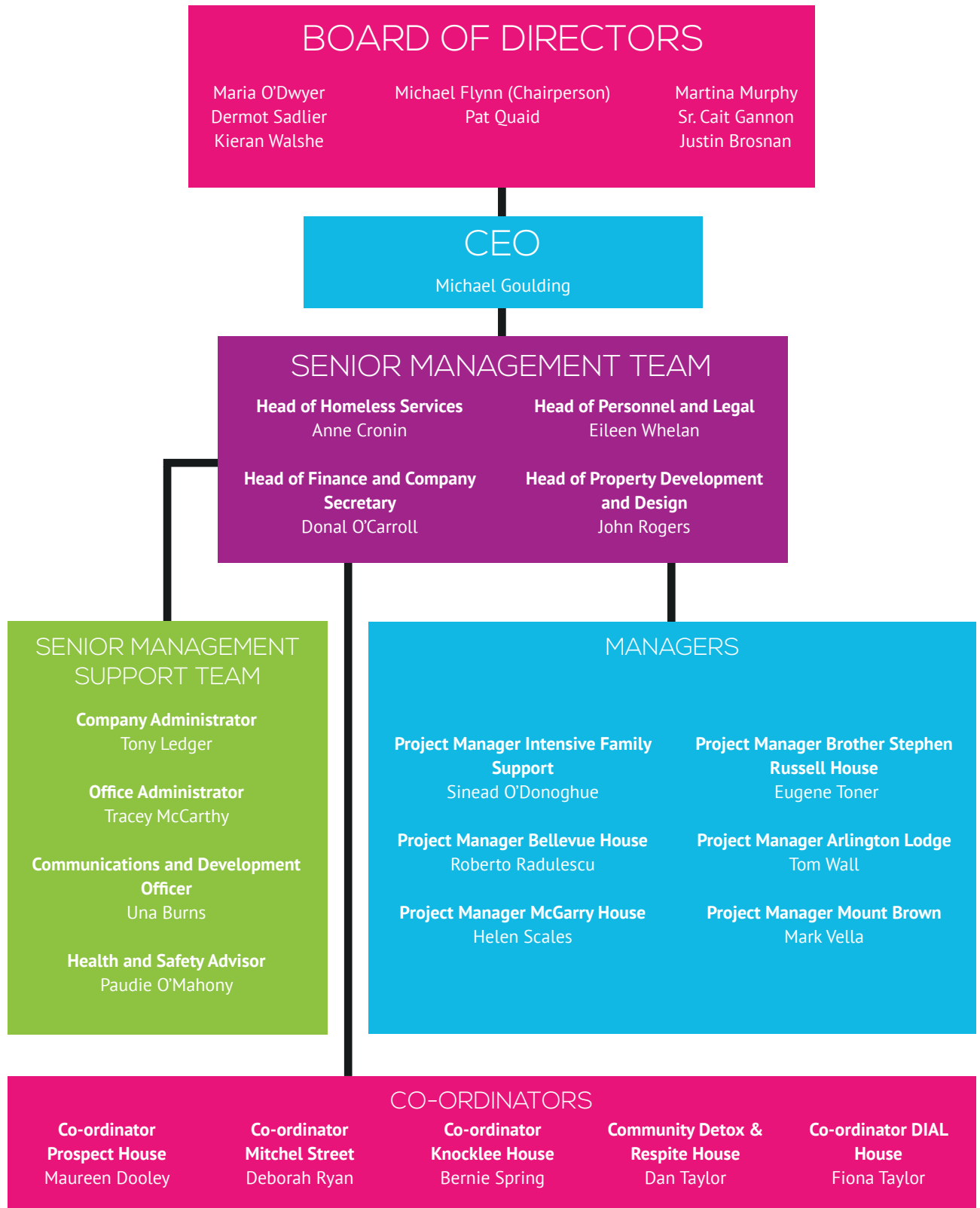
- 13 Tenancy Support and Sustainment Service

Tipperary

- 14 Novas Respite House
- 15 Prospect House Homeless Accommodation
- 16 Mitchel Street Homeless Accommodation



NOVAS INITIATIVES MANAGEMENT STRUCTURE



WHO WE ARE

Novas Initiatives is a national charity providing support and services to people who are disadvantaged and socially excluded; primarily those who are homeless or at risk of homelessness.

VISION STATEMENT

Novas Initiatives Seeks To Find Lasting Solutions To Homelessness.

MISSION STATEMENT

We seek to provide, arrange and co-ordinate the provision of housing, hostels, support services, care services and any associated amenities for aged, disabled and chronically sick persons, for the homeless or poorly housed, for travellers and their families and for any other persons who may be in necessitous circumstances, upon terms appropriate to their means.

To provide training, educational, employment and vocational courses for the unemployed and anyone heretofore described.

To provide rehabilitative and supportive holidays for any persons heretofore described.

OUR CORE VALUES

Dignity
Non – judgemental approach
Rights based society
Fulfilment of the person

OUR CORE OBJECTIVES

To alleviate poverty

To promote equality and diversity, advocacy, participation and needs led services

To champion social justice, inclusion, economic equality, right to meaningful work, self-determination and cultural expression.

DEVELOPMENTS 2012-2014

A strategic objective of Novas Initiatives is that every homeless person availing of a Novas residential service will be provided with their own personal unit of accommodation. The redevelopment of many of our facilities in the last three years reflects this objective. We believe a single unit of accommodation is the least someone deserves. It affords dignity, privacy and security as well as the opportunity for clients to address the issues that led to homelessness for them. We strive to de-institutionalise our services and the buildings we've inherited, to emulate a home-like environment as far as possible.

Our vision is that every client will have their own unit of accommodation by 2016. By the end of next year, 2014, this will have been achieved in all our services except one, so we are well on our way to reaching our target.

REDEVELOPED SERVICES

BROTHER RUSSELL HOUSE



Drawings of the new Brother Russell House





Minister Jan O'Sullivan gets construction underway at Brother Russell House last year

In October 2013 the existing building was completely demolished and the redevelopment began in earnest. The new purpose-built service will support 33 formerly homeless individuals in single ensuite units of accommodation and the tenants will no longer be considered homeless. A special unit for people with disabilities will be developed on the ground floor.

While construction is ongoing, the scheme has been temporarily moved to the long-term wing of our McGarry House campus. While the move has been a difficult transition for many of our older clients, the care and support they have received remains uncompromised.



Former Brother Russell House accommodation

MCGARRY HOUSE



McGarry House
accommodation in
2014

The McGarry House campus with supported temporary and long-term accommodation, is our largest residential service. Situated in Limerick city, it offers a range of services on site, including supported accommodation, community detox, life-skills, 24-hour support, a cold weather service and a 24 hour emergency helpline for those who find themselves unexpectedly homeless.



The former
Bridgeland House
accommodation in
2002

BELLEVUE HOUSE



Before
Bellevue house as it was in 2005

After
Bellevue house as it will be in 2014.



RENEWAL & GROWTH DURING 2013

2013 was a continued year of growth and development for Novas Initiatives services, which was borne from a number of factors deriving from the external landscape as well as internal goals and objectives. The most pressing concern, driving such construction was the rising number of families, children and single adults who found themselves homeless or at risk of homelessness in Ireland during the last number of years and consequently the numbers looking for a service. Such a crisis in homelessness demanded an urgent response by Novas. A significant part of our pro-active approach to finding lasting solutions to this issue, was to enhance our building programme. Providing physical space for people who are homeless is a very tangible, practical response to the escalating problem. Of course there are fundamental societal and governmental issues that also needed to be addressed, which informed our advocacy and communications programme throughout the year.

An additional factor that drove our building programme was our strategic objective to provide every homeless person accessing a Novas facility, with a single unit of accommodation. We have set an ambitious target, as outlined in our Strategic Plan 2012-2016, of replacing all shared accommodation with single units.

WE HAVE SET AN
 AMBITIOUS TARGET,
 AS OUTLINED IN OUR
 STRATEGIC PLAN 2012-
 2016, OF REPLACING
 ALL SHARED
 ACCOMMODATION
 WITH SINGLE UNITS.

Many of our older Brother Russell clients have been living in the service for more than a decade and during this period have shared dormitory-style accommodation with five other men with various support needs and issues. Through the efforts of our CEO and senior management, supported by the Board of Directors, funding was secured to replace the existing building, which was unfit for purpose. This steadfast pursuit emerged from the unwavering belief that everybody is entitled to appropriate, comfortable and spacious accommodation, nothing more and nothing less. We at Novas believe that such accommodation affords the person dignity, respect and privacy as well as the personal space to address the issues that led to them becoming homeless.

During the same period, plans were afoot to relocate and develop our children's home in Tallaght from rented accommodation in a quasi-rural setting to a purpose-built service - with again, more space. On the same site, building also began on eight two-bed independent apartments for formerly homeless individuals; a further indication of our pro-active response to the current homeless crisis.

In Kerry, we acquired a two-bed unit for redevelopment, adjacent to our Arlington Lodge service, as independent living accommodation for one person with a disability. Its central location in Tralee means that it can be supported by existing staff of Arlington Lodge.

Novas is very proud of its 2013 building programme which will enhance the lives of those availing of our services and increase the number of people we can support.

During 2013 plans also began in earnest to expand capacity of our female service, Mount Brown in Dublin. Working in collaboration with the Probation Services, the HSE and the Department of the Environment we sought to alleviate the pressures for this marginalised group via a true partnership approach.

In Limerick we piloted our new Housing First project, as a further means of diversifying our services and support systems and responding to the growing number of people experiencing homelessness, with a particular emphasis on chaotic and vulnerable young people.

BROTHER STEPHEN RUSSELL HOUSE



Work gets underway at Brother Russell House in November 2013

The redevelopment of Brother Stephen Russell House, Limerick's oldest homeless service, began in earnest in late 2013. While the sod was officially turned by Minister for State with responsibility for Housing, Jan O'Sullivan, on Friday 29th November, demolition work had begun some months previously.

The service, which had provided care and support for homeless men for 35 years, was knocked with a new development on the existing site. With demand for homeless accommodation rising, and the service exceeding capacity on a regular basis as well as the poor condition of the accommodation, the building was no longer fit for purpose.

The project, which will cost in excess of €4 million, with €1.75 million generously provided from local philanthropist J.P. McManus and the balance by the Department of Environment, Community and Local Government, will see a total redesign, rebuild and renewal of the existing premises. The service, despite the keen effort of staff, was outdated, substandard and unsuitable to the requirements of many of its residents, particularly those presenting with an intellectual, physical or sensory disability. A myriad of

issues exists among the client base including mental health issues, physical disabilities, alcohol and substance misuse, experience of sexual and physical abuse, extreme poverty and family breakdown. The new build will cater for the physical and therapeutic needs of all its new residents. The former dormitory style accommodation will be replaced with single, ensuite rooms enhanced by a combination of both small and large communal areas.

The new facility which will comprise of 33 high-quality units of long-term supported accommodation is in adherence with the guidelines of best practice in the most recent homeless policy statement issued by the former Minister for Housing. It will be a home for life and a model of best practice for such care in Ireland. The new building will enhance the care provided to residents and will provide them with more choices for their future. The service will be completed by October 2014. Fundamentally, it will remove the stigma of the residents for these long-term homeless men as they will no longer be considered homeless. This, for some, will see the removal of a label they have carried for over 30 years.

BELLEVUE CHILDREN'S HOME



Bellevue Children's Home
in 2014

In the latter months of 2013, work on our Haarlem Court development also got under way. This .75 acre site is located in the Old Court area of Firhouse and construction of a six bed residential service and eight two-bed apartments commenced in September of this year. The existing home is outdated and as a rented property, the Organisation is subject to the capital's ongoing rising rents. Its premises and location, on Old Kiltipper Road, is unfit for purpose, due to the extent of upgrade required and the lack of public transport within the vicinity. It is located in a quasi-rural setting with no footpaths leading to the house. Moreover, the current setting is stifling the residents' immersion into Irish society and into the local community.

The new service will be situated in a residential area with excellent transport networks and in close proximity to local amenities and schools. The residents can enjoy greater independence and involvement in local activities. The service will be purpose built and all the children's accommodation needs will be catered for. There will be generous communal living quarters including a study and tutorial room. The facility has been designed to emulate a family home as far as possible, providing the children with

security and comfort within a home-like environment while separated from their families.

Bellevue House continued to operate at full capacity throughout 2013, with residents emanating from the war-torn regions of Syria, Sudan, the Congo and Bolivia. Each year, 70 to 80 unaccompanied minors enter the state seeking asylum. In addition to this need, there is continuous

SOUTH DUBLIN COUNTY
COUNCIL'S CURRENT
HOUSING LIST EXCEEDS
8,000 PERSONS,
WHICH INCLUDES 149
INDIVIDUALS WITH
SPECIFIC MEDICAL NEEDS

demand for good quality residential services for Irish children, for whom the foster-care system is not an option.

On the same site, the construction of eight two-bed apartments also got under way. Sixteen individuals with special housing needs, such as persons with disabilities, the elderly and the long-term homeless, will be accommodated in the long-term supported housing units of the development. South Dublin County Council's current housing list exceeds 8,000 persons, which includes 149 individuals with specific medical needs. It is the latter group that

the Haarlem Court development will accommodate. Such individuals find it very difficult to maintain unsupported accommodation. The advantage of co-locating the apartments with the children's home is the capacity to provide cost-effective floating support for residents, from the staff of the existing service. It will afford tenants independent living, while knowing support is available.

The new service is being part financed by the government's Capital Advanced Leasing Facility (CALF). The service will cost in the region of €1.7m to complete.

MILK MARKET LANE

Novas' commitment to providing long-term supported accommodation was not just confined to the capital. In Kerry, a small project for one person was also commenced. The acquisition and refurbishment of our Milk Market Lane property in Tralee will provide a home for life for one long-term homeless client with a physical disability. While such clients do not require 24-hour supported hostel-style accommodation, they may find it extremely difficult to maintain their own accommodation in the private rented market. A degree of support is required, which will be provided by our Arlington Lodge staff, with the new development having been strategically chosen adjacent to the parent service. The acquisition of this property will afford the tenant an opportunity to live with a high degree of independence as well as providing security of tenure.

It was developed to extend our suite of long-term independent living units in the county and also as a measure of supporting some of the revolving door clients of Arlington Lodge. Very often, entrenched homeless clients find it almost impossible to live in unsupported

accommodation so continue to present to Arlington Lodge when such arrangements break down. This service offers supported temporary accommodation, and is therefore unsuitable, in terms of space, design and facilities, for clients with long-term needs. These residents, although ready to move on, very often remain, due to an insufficient stock of supported long-term homes. The Milk Market Lane property will be a place such clients can call home.

As well as providing a home for life for a long-term homeless client, the property will also have a designated space for activities with clients and staff. The resident in situ, as well as residents of Arlington Lodge and those supported through its outreach programme can also avail of this service.

The new service, due to open in 2014, complements our existing long-term services in Kerry and is just the beginning of a five year programme of acquisition and development in the county, as outlined in our strategic plan.

MOUNT BROWN

Mount Brown, Dublin's only dedicated female homeless service, is a 22-bed facility situated in the south inner city. Due to the bespoke nature of the project, capacity continually exceeds demand. It works with vulnerable women with very challenging behaviour, many of whom are not served by mainstream services.

In 2013 some 288 women received a service in Mount Brown. Despite the significant number of women supported during the year, this accounted for just 60% of all referrals, with the remaining 40% unaccommodated. While there are many reasons for this, the vast majority were not supported because of capacity, the service simply did not have the space.

Novas responded to the escalating issue of female homelessness through a concerted effort to relocate and subsequently expand the service. Through collaboration with the Probation Services et al, a site was granted to Novas, with plans now afoot for a 45 unit service. This will more than double the current capacity and make very positive inroads into alleviating the homeless crisis for this marginalised group in Dublin, through the provision of both supported temporary accommodation and independent long-term units.

The new service will be situated on a 15 acre site in Finglas. During 2013 Novas contributed to the Operational Group tasked with developing a holistic facility and master plan for the site, that would enhance the lives of the women availing of it. We, along with the partners, are anxious to reduce the huge number of revolving door female clients accessing our services (some 73% of Mount Brown clients in 2013 were repeats). In collaboration with prison and probation services, De Paul Ireland and the Dublin CDETB a plan of how to best utilise the space began in earnest.¹ Novas will

use this opportunity to restore hope, provide opportunity and break the cycle of re-entering the prison services and homelessness for such women. While the relocation will not happen until 2014, plans are already in development for a city farm, the provision of practical courses such as parenting and alternative therapies on site.

This development is viewed by Novas as an unprecedented opportunity to end long-term homelessness among women in the capital. We are seeking lasting solutions to this endemic problem, solutions that are specifically tailored to the complex needs of these women. The increase in the number of homeless women looking for a service is a recent phenomenon and as a result responses are still in their infancy. Novas is striving to be at the forefront of meaningful responses to the epidemic of female homelessness. Last year 53% of those who accessed our residential services were women, which only highlights further the need to provide bespoke support for this very vulnerable group.

288

The number of women that received a service in Mount Brown during 2013

MOUNT BROWN,
DUBLIN'S ONLY
DEDICATED FEMALE
HOMELESS SERVICE

¹ CDETB – City of Dublin, Education and Training Board (former VEC)

THE HELP YOU GET
IS SOMETHING YOU
CAN FEEL IN YOU, NOT
REALLY SOMETHING
YOU CAN SEE



THE DOLL'S HOUSE

HERE EMMA SHARE'S HER EXPERIENCE OF LIVING IN MOUNT BROWN WITH US:

I moved to Novas' Mount Brown about seven months ago. Having come from the streets and the utter desperation of not having my children, it took a while for me to settle in. You see, before this I had a home with my two girls and I never missed a week's rent. The girls called it the doll's house, as it was so pretty and nice. We had lived there for four years.

Everything changed after my father died. He was the rock of the family, he accepted us for who we were. When he died, a part of me died too. The following February or March, I relapsed, having been totally clean for five years. I really didn't want to drag my children through it so I rang my mother and the social services and asked them to intervene with the care of the girls. That was five years ago. We lost the doll's house, our dogs and we lost each other. Relapsing after five years was exhausting and devastating.

I moved to Dublin. After months of sleeping rough on the streets and moving from hostel to hostel, I was offered a bed in Mount Brown. It took me a long time to settle in. I was angry. I was difficult to work with. I refused to pay rent, I didn't respect people, I was very hurt and couldn't see beyond that. Luckily for me, the staff persevered with me. My key-worker took a step back and allowed me some space to figure things out. My roommate was amazing too and will be in my life forever.

The staff taught me to feel safe again and to begin to trust. After that things just seemed to settle down. Earlier this

year, the doll's house came back into my mind. I thought of the beautiful home we had together. I also thought of my grandfather, who had been a big influence in my life. He had made me a doll's house when I was eight years old. I loved it. My daughter Erin is going to be eight at Christmas time so I decided I was going to try to make a doll's house for her. I knew that the therapeutic value would be huge but I never thought I could do it. I started bit by bit and it all came together, now I'm nearly finished it. I could never have done this before now. If I'm completely honest, the home I have in Mount Brown allowed me to do it. It allowed me to repair myself, my physical and mental wellbeing and allowed me to build trust. It has allowed me to remember who I was – a mother with a home.

The help you get is something you can feel in you, not really something you can see. I am forever grateful for the help I have received. Please God this is the first step on the ladder to my own front door with my own family.

HOUSING FIRST

As well as a significant building and relocation programme during 2013, Novas also engaged in new practices of supporting and housing homeless persons, most notably Housing First.

The Housing First model is based on the premise that every homeless person can live in their own home, despite their complex needs, if the right supports are provided. It is underpinned by the immediate provision of independent accommodation, even if clients are not traditionally considered 'housing ready'. A multi-disciplinary case management team is charged with the development of outreach support tailored around the individual client. The model was first developed in New York by Sam Tsemberis from his Pathways to Home initiative and has been adopted and adapted throughout the EU, Australia, Canada and Japan. Research findings from the US prove that it is successful, particularly among clients entrenched in homelessness with significant mental health issues and drug and alcohol addictions.

Novas Initiatives, keen to incorporate Housing First in its delivery of services, initiated a small Housing First service in Limerick with a long-term homeless man during 2013. The pilot was developed as a result of the increasing number of young adults residing in hostel accommodation with poor outcomes. Existing avenues of support had been exhausted and this group were becoming entrenched in homelessness at a very young age.

Novas began the process by securing private-rented accommodation suitable for the needs of the client and by fostering a transparent relationship with the landlord

of the property. Therapeutic support is provided daily and covers every aspect of independent living such as nutrition, addiction, physical wellbeing, anti-social behaviour and paying rent. The Novas Housing First team have brought professionals together from different fields, particularly the drug and homeless services.

International research points to social exclusion as one of the most prevalent stumbling blocks to maintaining Housing First tenancies. Novas has identified this concern and in so doing has developed a robust volunteer befriending programme to compliment the work done by the Intensive Case Management Team. We have a befriending team in place to support our clients (of Housing First and other Outreach services) to engage in their local communities. Activities with befrienders are regularly planned and have proved very worthwhile in preventing social exclusion to date.

We are currently working with the Department of Psychology, University of Limerick, in supporting and evaluating this initiative and its fidelity to the original model. This pilot is only the tentative beginning of longer-term engagement in the model, with plans to roll out further support and accommodation under the Housing First umbrella in an effort to end long-term homelessness in the next two years, as outlined in government strategy. Novas strongly supports Housing First as another innovative measure to support homeless persons, but it must be provided as part of a suite of broad-ranging responses. Homelessness and its causes are multi-faceted; therefore the responses must also be multi-faceted.

IF I CAN MAKE HIS WEEK A LITTLE BETTER AND BRING A LITTLE JOY INTO HIS LIFE, THEN I'M HAPPY AT THE END OF MY WEEK



TONY'S STORY

HERE WE SHARE THE STORY OF ONE OF OUR BEFRIENDING VOLUNTEERS WORKING WITH OUR FIRST HOUSING FIRST CLIENT

I became involved with Novas Initiatives because homelessness is something that really gets me in the heart, it is something that no person should experience. Everyone deserves a second and third chance. I've gotten plenty myself.

I was particularly drawn to the befriending programme because I believe I am a good listener. As a retired member of the Irish Army I had done one-to-one mentoring before so I felt I had something to offer. I'm part of a befriending group that supports one client, Andrew*. Each week two people from the group take Andrew out. We plan trips to the cinema, for dinner, we go for walks and for coffee. These trips are very much looked forward to by Andrew. They are the focal point of his week, and are an important part of mine too. These small interactions might be the only social contact he has, except for Novas staff, during the whole week. He's upbeat when he knows he's getting a visit, it keeps him going.

As well as the outings, we try and support Andrew around some of his daily and weekly tasks. These can be very basic

things like cooking and cleaning that most of us take for granted, but are a real achievement for Andrew. Sometimes this requires a lot of patience, helping him to believe in himself, that he can complete little tasks throughout the week. It's a slow process, there no magic wand to transform his life, but considering the traumas in his past it's a miracle he's here at all!

If I can make his week a little better and bring a little joy into his life, then I'm happy at the end of my week. I've always been able to reach out for support during difficult periods in my life, so if I can do the same for someone else, then I'm happy.

**The name of the client has been changed to respect his privacy.*

THE YEAR IN REVIEW

2013 proved to be a continued year of growth for Novas Initiatives. The escalating national homeless crisis put immense pressure on our services and spurred us to seek additional accommodation and supports for vulnerable people where possible. The greatest milestone for the Organisation occurred at the end of the year, when the former Minister for Housing, Jan O’Sullivan, officially turned the sod at Brother Stephen Russell House. After years of tireless negotiations, false dawns and unwavering perseverance, the redevelopment of the service had finally begun.

While we were busy developing new facilities and expanding our current capacity we were also taking immediate action in response to the number of people seeking our support. During 2013, Novas Initiatives supported some 2,014 families, children and single adults throughout Ireland who were homeless, at risk of homelessness or experiencing social exclusion. This was an increase of 30% from the previous twelve month period in which 1,552 persons were supported, and a reflection of the continued fallout from the economic depression. Indeed since 2010 the number of people supported by Novas has increased by a staggering 110%. This is during a period

when statutory funding since 2008 has declined by more than 10% , putting enormous pressure on our services.

Despite the increased number of people supported by Novas last year, this figure accounted for only 70% of referrals throughout the year. The remaining 30%, or 863 persons, did not avail of support or accommodation. While some individuals were deemed unsuitable due to age, gender or personal circumstances etc., the majority were unable to avail of support because our services were over-subscribed, with demand far exceeding capacity. For example, our Mitchel Street service in Thurles supported just 30% of all referrals throughout the year, predominantly because of capacity. This was a telling sign of a homeless crisis that has since escalated all over the country.

Novas’ response to the crisis has been comprehensive and included its construction programme, an expansion of outreach services including Housing First and the development of additional long-term units. Existing services too have responded by ensuring that the support and accommodation provided by them reflects the changing face of homelessness and is as appropriate as possible.

No. of clients accessing Novas services from 2010-2013



110%

Since 2010 the number of people supported by Novas has increased by a staggering 110%

DURING 2013, NOVAS INITIATIVES SUPPORTED SOME 2,014 FAMILIES, CHILDREN AND SINGLE ADULTS THROUGHOUT IRELAND WHO WERE HOMELESS

CLIENT REVIEW – ISSUES ARISING

SUPPORT NEEDS OF NOVAS CLIENTS

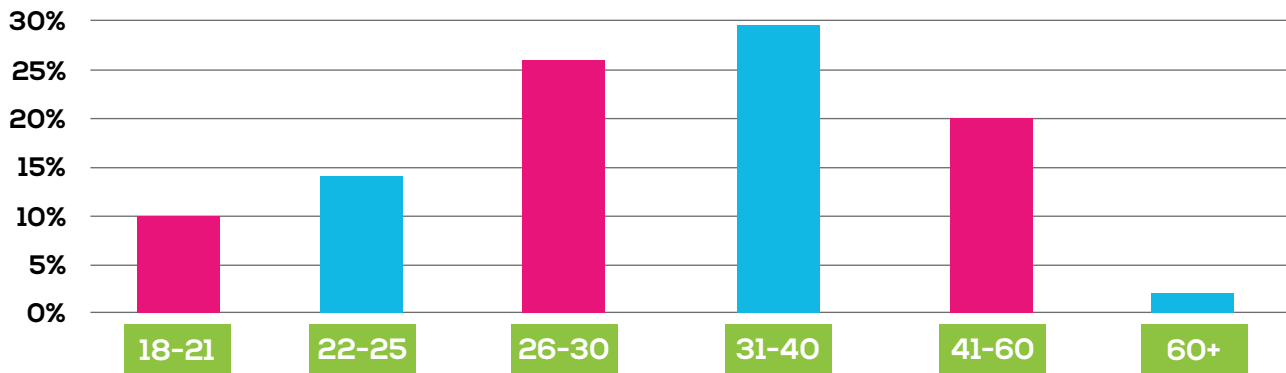
The support needs of clients changed little from last year, with drug and alcohol misuse emerging as the most common issues. Those presenting with drug related issues rose slightly to 21%, the highest single issue, while alcohol related support needs declined by one percentage point to 20%. The issue of active drug use was particularly high amongst the clients of our low-threshold residential services, notably McGarry House in Limerick and Mount Brown in Dublin. Practices and support in these services was tailored to tackle this issue, including the commencement of research into overdose and the development of a particular service for pregnant drug-using women in McGarry House.

Those needing support around their mental health remained static at 11% of all clients. As in 2011 and 2012, this only represents clients with a diagnosed mental health condition and does not consider individuals with ongoing and often debilitating mental health issues which go hand in hand with long-term drug and alcohol use. Most clients accessing our services are significantly affected by mental health issues such as stress, anxiety, depression, chaotic drug use and withdrawal symptoms, due to their lack of housing and length of time being homeless.

Some 15% of clients presented with life skills issues, seeking support around budgeting, money management, personal hygiene, legal issues, managing a home and social inclusion. Supporting clients to develop and utilise life skills is vitally important in preparing them for independent living. Our recent volunteer befriending service is a new facet of our life-skills programme, supporting clients to re-integrate in their local communities and alleviate the social isolation often experienced by people who are homeless or were formerly homeless. This type of support also helps to de-stigmatise people as it allows them to engage in everyday activities, which are often taken for granted but remain outside the realm of a homeless person - going for coffee, to the cinema, theatre, sporting event etc.

THE SUPPORT NEEDS OF CLIENTS CHANGED LITTLE FROM LAST YEAR, WITH DRUG AND ALCOHOL MISUSE EMERGING AS THE MOST COMMON ISSUES.

AGE PROFILE OF NOVAS CLIENTS



More than 50% of all service users availing of Novas accommodation throughout 2013 were under 30 years of age. While it is a startling figure and a grave reflection of the changing profile of homelessness in Ireland, it was not an unusual return, rather a continuation of a trend from 2011 and 2012. The reasons for this are broad-ranging and complex, however there is no doubt that the reduced welfare payments to under 21's (and subsequently under 25's) has had an impact on the increasing number of young adults entering our services.

Reduced social welfare payments are forcing some young adults out of the private rented market and into homelessness. During 2013 we witnessed some young adults presenting to our services simply because they could not afford to maintain accommodation, buy food and pay utility bills on €100 per week, with a minimum rent contribution of €30. Others continue to reside in homeless services because exit routes are significantly impaired by the reduced payment. Novas will continue to campaign

tirelessly on this issue and continue to lobby on behalf of this growing cohort of young people who are being forced into homelessness, very often after a chaotic and complex period living with family.

In 2013, Novas Initiatives provided accommodation to 141 young people under the age of 25 years. Of these young adults, 47 were on reduced social welfare payments, accounting for 35% of all adults under 25 years.² In 2012, 23% of under 25's were on a reduced payment. The sharpest rise in the number of young adults (under 21) accessing out services was between 2010 and 2011 when the number increased by 40%, to 91 persons. This rise coincided with the introduction of reduced social welfare payments to this group for the first time.

IN 2013, NOVAS INITIATIVES PROVIDED ACCOMMODATION TO 141 YOUNG PEOPLE UNDER THE AGE OF 25 YEARS

50%

More than 50% of all service users availing of Novas accommodation throughout 2013 were under 30 years of age

² It is most likely that the figure is higher than this as it is difficult to accumulate such statistics on those availing of a crash facility only.



JESSICA'S STORY

HERE WE SHARE THE EXPERIENCE OF JESSICA, AN EXPECTANT MOTHER AVAILING OF OUR SERVICES AND WHO IN RECEIPT OF €100 A WEEK FROM THE DEPARTMENT OF SOCIAL PROTECTION;

I was just 18 years old when I moved to the Mitchel Street service in Thurles. I was six months pregnant at the time and on reduced payment of €100. Because of this, I could not afford to live independently so had to seek homeless accommodation. I was really anxious to get my own place so I could get set up for my baby.

I was referred to Mitchel Street by a Community Welfare Officer in the Homeless Persons Centre. Prior to this, I had been living with my mother and sister, but because of family breakdown, social services became involved and I was put into bed and breakfast accommodation two weeks before my eighteenth birthday. When I turned eighteen I was at the legal age to live on my own and was thus moved to Mitchel Street in Thurles.

I didn't want to live in homeless accommodation; I wanted to live in my own place so I could prepare properly for my baby. However, on €100 a week, I couldn't afford anything in the private rented market. My social welfare payment was not due to rise until the birth of my baby. This situation prevented me from being able to fully prepare for my baby. As I was unable to return to the homeless service with my child (as it is an over 18 service for single adults), I was put in a very difficult position.

Social services arranged a pre-birth risk assessment, as I had been in the system previously as a child myself. They sought to put a support plan in place. Upon meeting me,

the social worker presiding over my case was happy for no further involvement by social services. I did not drink alcohol, I wanted to keep my baby and realised that this was not going to be easy. I understood about the demanding needs of a baby as I had looked after my aunt's children on a regular basis. I had attended all my doctor and hospital appointments and was very good with budgeting and paying rent each week.

After much deliberation and few options, I decided to move in with my boyfriend's family as they would be in a position to support me. By doing this I had somewhere to bring the baby back to. I moved out of Mitchel Street and have since given birth to a healthy baby girl.

Had I been entitled to the full social welfare payment, I would have possibly been in a position to rent a place of my own and would not have had to enter homeless accommodation at all. I would have been better able to plan for my baby's arrival and would have had my accommodation sorted earlier.

GENDER PROFILE OF NOVAS CLIENTS

As in 2012, more women than men accessed a Novas residential service, with this group accounting for 53% of the total in 2013. Moreover, the proportion of female clients accessing both our Intensive Family Support Service and our Respite House was 93%.³

While the number of women is concerning in itself, an additional factor makes the situation even more disconcerting – the proportion of revolving door or repeat

female clients that presented to our residential facilities during the twelve month period. When we consider repeat clients, male and female, they composed 60% of all those in receipt of a residential service last year. However when we break this figure down by gender, the results are far more revealing. Some 48% of men accessing Novas accommodation did so on more than one occasion, while for women the figure was 71%. These are similar figures to 2012.

Proportion of male and female clients accessing Novas services 2013



In response to the startling number of revolving door female clients, Novas has taken a number of proactive steps. In the first instance it is increasing the number of residential placements in line with female demand, with our Mount Brown service more than doubling capacity by the end of next year and Brother Russell House set to accept female as well as male referrals when it re-opens in the last quarter of 2014.

Moreover, we are continuing to develop holistic approaches to supporting women out of homelessness. In Mount Brown, specific onsite facilities to support women to exit homelessness are in development stage. The Service Development Sub-Group of this new women's service was

convened to create female specific responses to long-term homelessness and to prevent the continued presentation of the same women to homeless and prison services.

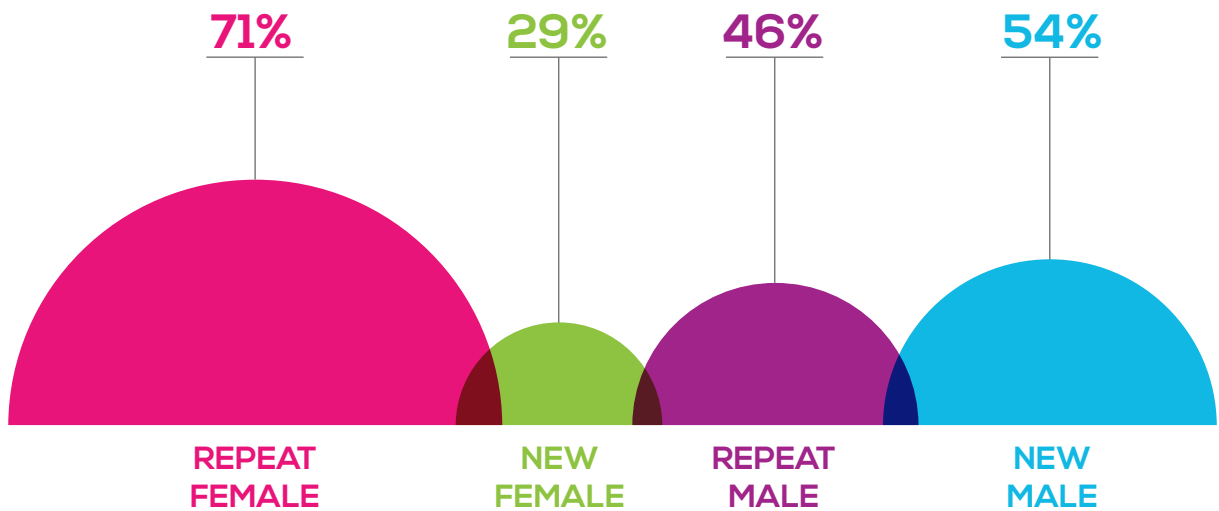
An additional strand to our approach in tackling this issue includes plans to develop long-term independent living accommodation for formerly homeless women. As our Strategic Plan indicates, developments are afoot to construct 14 one and two bed apartments as long-term independent living accommodation in Dublin city, with the necessary supports in place to enable such residents to maintain tenancies.

³An objective of the Respite House during 2014 was to reach out to more men affected by a loved one's drug use. This will be reflected in the 2014 returns.

Proportion of clients who are new or had accessed Novas services before



Proportion of repeat clients by gender 2012



HOMELESS PREGNANT WOMEN

During 2013, an increased number of homeless pregnant women with significant addiction issues were residing in Novas' McGarry House for the duration of their pregnancy. The situation brought to the fore the utter lack of cohesive, multi-agency support for this group. Novas led a campaign to provide specialised care for the women and their unborn babies. In the first instance, a tailor-made on-site service was developed. All of the women were moved to the long-term apartments of the McGarry House campus and were provided with 24-hour supervision and support. Apartment living in a female only environment was deemed more suitable to their medical and psychological needs at the time. A female staff team, including a nurse, was charged with their care and liaised closely with mid-wives in the Mid-West Maternity Hospital to encourage attendance of hospital appointments, reduce harmful drug use and encourage greater self-care among the women. All three women delivered healthy babies, with one even being born onsite! While endeavours bore positive outcomes, it was not an ideal solution to the issue and highlighted even further the lack of post-natal care for homeless women.

As well as providing immediate support, the women were also a central component to a research study conducted among McGarry House residents at the time. HEADS UP: Preventing and Responding to Overdose in McGarry House was a piece of research commissioned by Novas' Senior Management Team and Board of Directors to examine and develop responses to the increasing number of overdoses in the service during the previous 18 months. The research was conducted throughout 2013 and a specific recommendation relating to pregnant intravenous drug-users emerged. It suggested an interagency response from relevant services, including McGarry House, addiction services and maternity and social work services, to consider responses not limited to but including:

- The instatement of a clinical support such as the Drug Liaison Midwife Service in the region
- The needs of staff in services working with this group including further information, education and access to specialised professional advice
- A broader strategic holistic approach in the region looking at and responding to the needs of women who have

substance misuse issues, including pregnant women, in relation to treatment and other support.

A multi-disciplinary team was subsequently established with the purpose of supporting homeless women, particularly those with addiction issues. This group, which includes Novas Initiatives, the Mid-West Community Drugs Task Force, the Drug and Alcohol Services, GOSHH⁴, the Probation Services, Adapt House, PALLS and Ana Liffey, work collaboratively to support women engaged in the various services to find lasting solutions to their addiction and homelessness. A number of female-specific services in Dublin were visited as a means of observing good practice which resulted in ongoing training in areas such as 'Reduce the USE' and good practice guidelines from the addiction midwives service in the Rotunda.

DURING 2013, AN INCREASED NUMBER OF HOMELESS PREGNANT WOMEN WITH SIGNIFICANT ADDICTION ISSUES WERE RESIDING IN NOVAS' MCGARRY HOUSE FOR THE DURATION OF THEIR PREGNANCY

Recent research regarding homeless women has evidenced that outcomes for women are better when services and practices are tailored specifically to their needs. It is this premise that underpins the work of the group, which has identified the need for a specific service for women active in addiction, including pregnant women. Novas has been at the forefront of this campaign and urge government to support gender specific services that are tailored to meet the needs of homeless women who have experienced trauma, in a very different way to that of men.

⁴ Gender, Orientation, Sexual Health, HIV (formerly the Red Ribbon Project).

OUR SERVICES

THEY WAYS IN WHICH WE HELP

MCGARRY HOUSE

The McGarry House campus with supported temporary and long-term accommodation, is our largest residential service. Situated in Limerick city, it offers a range of services on site, including supported accommodation, community detox, life-skills, 24-hour support, a cold weather service and a 24 hour emergency helpline for those who find themselves unexpectedly homeless.

The service was unable to meet demand throughout 2013. Only 70% of those who were referred, accessed a service. While the entire campus offers 67 units of mixed accommodation, this was not sufficient to meet demand. Some 113 people were not provided with a service in the temporary accommodation side, due to demand.

Considering the temporary accommodation only, some 200 persons were provided somewhere to stay throughout 2013 – 164 in receipt of supported accommodation and 36 availing of a crash facility. Of these, some 72% of crashers were under 30 years of age, while 55% of those in supported temporary accommodation were not yet 30, highlighting

the very young age profile of those presenting to McGarry House. In 2012, 48% of clients were under 30 years of age, which highlights the fact that the number of young people accessing our services continues to rise.

Throughout the 12 month period, 49% of McGarry House clients were repeat – 45% of male clients and 78% of female clients – reflecting the proportion at organisational level. This is a worrying trend and one that spurred management to develop responses dedicated specifically to women.

The support needs of clients in the temporary supported service were complex and board-ranging. Clients were provided with extensive support to address their challenging needs. A higher proportion of clients here than in any other Novas service presented with addiction issues, with 58% of all issues relating to addiction. Some 31% of needs concerned drug use, 10% more than the Organisation's average. No other issue proved as pervasive or challenging as this.

200

Considering the temporary accommodation only, some 200 persons were provided somewhere to stay throughout 2013

SOME 31% OF NEEDS CONCERNED DRUG USE, 10% MORE THAN THE ORGANISATION AVERAGE. NO OTHER ISSUE PROVED AS PERVASIVE OR CHALLENGING AS THIS.

Issues facing clients of the Mid-West Community Detox Programme



As a means of addressing this concern, the Novas Senior Management Team commissioned a research piece relating to preventing and responding to overdose. This came after an 18 month period in which there were 36 incidences of overdoses. Resident and staff participation in the study was vital as a means of identifying best practice by those who had directly experienced or witnessed overdose. The research was conducted throughout the year and 12 recommendations emerged including; a peer programme for overdose risk and prevention, enhancing existing harm reduction and low-threshold approaches, developing inter-agency responses and staff supports and potentially developing a naloxone distribution programme, when permitted by law.

Many of the recommendations have already been implemented by Novas management as a means of reducing

the incidences of overdose and ensuring best response. The development and roll-out of a peer education programme will begin in 2014 and is anticipated to have positive outcomes far-reaching the walls of McGarry House. It will be a programme that can be provided to homeless people throughout the country experiencing addiction issues in an effort to combat the risk of death due to overdose.

In tandem with the ongoing research, a number of additional initiatives were developed to support residents and staff. Various training was offered to staff members and included; harm reduction, risk assessment, occupational first aid, defibrillator training and safe injecting. The latter was also offered to our residents and weekly Drink and Drug Diary Groups continued to be offered to our clients by our Dual Diagnosis Worker and Community Detox Broker.



Fundraising for Novas Initiatives throughout the country

MCGARRY HOUSE LONG TERM INDEPENDENT LIVING

Opened in 2012, the McGarry long-term campus proved thoroughly successful throughout 2013 and proved a practical and current response to the housing crisis.

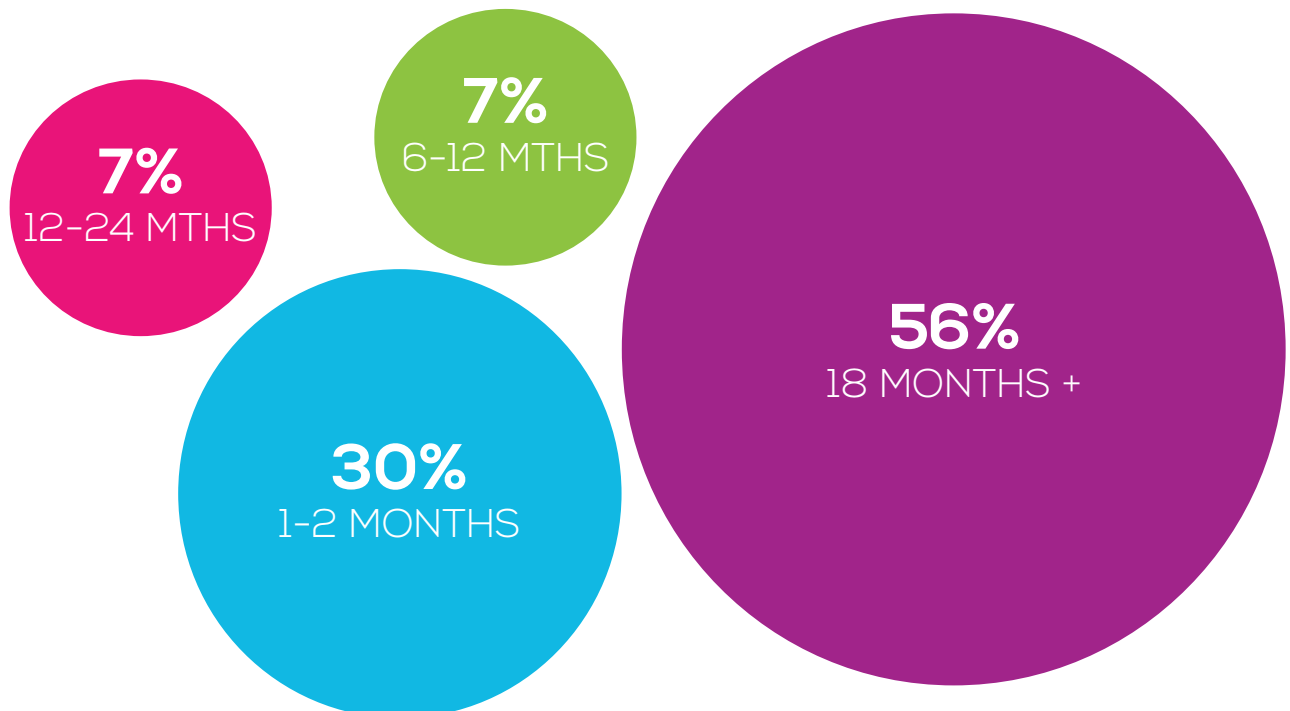
While the service is principally different from the Pathways to Home Housing First model, in that housing is clustered in one development with on-site support, all other elements of the Housing First model are adhered to with much success - client-centred, housing as a human right, separation of housing and service issues, self-determination, recovery orientation and harm reduction.

The tenants of the long-term complex are provided with intensive support to enable them to maintain their tenancies and improve their life-skills. An individualised care package is developed for each client based on personal needs and address issues such as physical and mental well-being, addiction, personal hygiene, managing a home and a return to education and employment. Clients have access to a 24-hour on call service and a full-time nurse is employed to support their varied medical and therapeutic needs.

The service has been operational since September 2012 and more than half of the clients have maintained stable tenancies since. As the illustration below indicates, eight of the tenancies broke down within the first two months, but one of these clients was rehoused in another apartment within the complex (from a one-bed to a three bed apartment). Our two and three bed apartments were developed for clients who were institutionalised and seek a degree of shared living. Seven clients moved back into temporary accommodation, two of whom were later re-settled in the long-term complex.

We are heartened that more than 50% of all tenancies have remained stable for 18 months and ongoing, considering the profile of tenants who hitherto were long-term homeless individuals who found it extremely difficult to maintain their own apartments or indeed even hostel-style accommodation. Such success is due to the continued provision of support.

Length of tenancies in our Long-term supported units



During 2013, an advocacy group was established within the staff team to campaign against the reduced social welfare payments of many of the tenants and the rent caps imposed on those in our two and three bed apartments, both measures which compromise the ability of vulnerable adults

to live independently. Much success has been achieved in this area, resulting in key points raised by the advocacy group being included in the independent Oversight Group report and the Government's Implementation Plan on the State's Response to Homelessness (action 27).

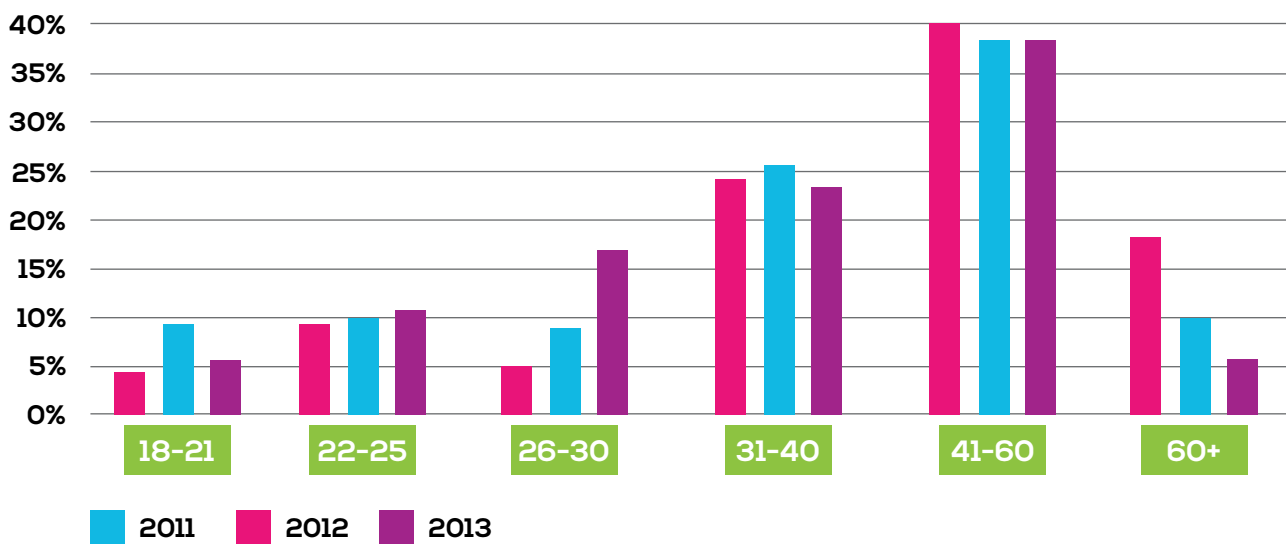
BROTHER RUSSELL HOUSE

2013 was a landmark year for our Brother Stephen Russell House. Established in the 1970s, it has provided support and accommodation for homeless men in Limerick city for more than 35 years. Despite the continuous care provided by staff, the building was completely outdated and unfit for purpose.

In October 2013 the existing building was completely demolished and the redevelopment began in earnest. The new purpose-built service will support 33 formerly homeless individuals in single ensuite units of accommodation and the tenants will no longer be considered homeless. A special unit for people with disabilities will be developed on the ground floor.

While construction is ongoing, the scheme has been temporarily moved to the long-term wing of our McGarry House campus. While the move has been a difficult transition for many of our older clients, the care and support they have received remains uncompromised. During the year, some 81 male residents were accommodated. As in previous years, the age profile of Brother Russell clients is higher than in our other temporary supported accommodation services. This is due to the longevity of the service and its original geographical proximity to St. Joseph's Psychiatric Hospital. The largest single age profile of these men was 41 to 60 years, with this group accounting for 38% of the total. Some 6% were over 60 years.

Age profile of Brother Russell residents from 2011-2013



While the age profile of Brother Russell clients remains older than in our other residential services, it is nonetheless declining compared with previous years, reflecting a general shift in the homeless landscape. For example in 2011 some 18% of residents were over 60 years of age. In 2012 the figure stood at 10% and last year it declined further to 6%, which in numerical terms, accounted for just three residents. During the same period, there was a modest rise in the proportion of residents aged between 22 and 25 years, rising from 9% to 11%, with a more significant rise in the proportion of 26 to 30 year olds, inclining from 5% to 17% in the same three year period. This demographic shift

is representative of a general decline in the age profile of people becoming homeless and seeking a service.

While the overall number of men supported in the service declined from the previous year, because of reduced space during renovations, the service continued to grow and develop its outreach capacity, including Housing First. An outreach disability service was established to support clients with various physical, sensory and intellectual disabilities to live independently. The support provided is tailored to each client's particular needs.



Fundraising for Novas Initiatives during the year



BROTHER RUSSELL
HAS GIVEN ME SO
MUCH SUPPORT AND
HELP OVER THE LAST
FEW YEARS, I CAN'T
THANK THEM ENOUGH

ANTHONY'S STORY

HERE WE SHARE ANTHONY'S STORY.

My story begins for me in the late 90s, I was getting into a lot of trouble at home hanging out with the wrong crowd and before long I found myself in trouble that I couldn't get out of. I soon started bringing trouble to my family home, including visits from the guards.

My family were suffering because of my behaviour and my mother told me to leave the house and not come back. I was still only seventeen years of age at the time and I had nowhere to go and no money to survive. As a result, I started to break the law, breaking into places to sleep and stealing cash whenever I could, just to eat.

I mostly hung around Tipperary Town at the time and that's where I really got in to trouble with the law. My past finally caught up with me and I ended up in prison for a few months. I can still remember lying in the cell at night wondering how I got there, how it all went wrong.

When I got out I started to turn my life around. I got a job working in security. It was good, I liked working there and I was on good money. I was renting a nice house and I was even driving a fancy car, but when the economy went bad I lost everything. I could not pay the rent or keep up the car payments and it didn't take long before I became homeless.

I was in Tipperary at this time but things did not really work out for me there. When I became homeless my friends started to disappear one by one. I finally decided to return to Limerick, it was hard for me to come back as I had no place to go and I only had the clothes on my back. At the start I was being moved around a lot between the hostels in the city but I eventually got a bed in Brother Russell House. The first night I was there I started to clean up around the place and the staff soon noticed this. I was then offered a job as a kitchen porter where I learned how to cook.

The staff helped me address my issues and move on from being homeless. After a few months I was able to move out and get a place of my own, things were going well for me and the management of Brother Russell House agreed to let me continue my work in the kitchen even after I had left. I really enjoyed the work and it gave me a purpose.

After a while I was given an opportunity to interview for a position in Brother Russell and was offered locum work which I gratefully accepted. After a few months I was offered shifts in different services around the city, which gave me lots of experience. I got to see first-hand how the different services have been designed to support different groups of people. I really enjoy my work with Novas, it really opened my eyes to the need for these services. In September I am going to NUI Galway to study for a B.A. in social care.

Before I came to Brother Russell House I had lost all contact with family, even my daughter. I was ashamed and did not want them to see me homeless or for them to know that things had gotten so bad in my life.

Since starting to work with Novas I have been able to reconnect with my family, using the skills and understanding that I got from the staff during a dark place in my life. Brother Russell has given me so much support and help over the last few years, I can't thank them enough.

INTENSIVE FAMILY SUPPORT SERVICE

Novas Initiatives' Intensive Family Support Service works to prevent and end homelessness for families in Limerick city. They support families to maintain accommodation through advocacy and client-centred support plans with the clients' own goals and aspirations to the fore. Where tenancies have already broken down and the family has become homeless, or where accommodation is deemed substandard, the key worker's primary objective is to secure suitable family accommodation as soon as possible.

A needs assessment is drafted with each family based on a hierarchy of needs; with shelter, food and heat superseding all others. While needs vary, they very often revolve around issues of budgeting and money management, addiction, physical and psychological well-being, parenting and children entering the care system and anti-social behaviour. In 2013, the single most pressing issue of clients presenting to the service was tenancy sustainment, accounting for 54% of all presenting needs, followed by life skills including budgeting which accounted for 36%. Most families needed support around a number of issues.

Our social care specialists advocate with relevant agencies to meet the various needs of our families such as counselling and addiction services, social welfare services, GPs, schools and therapeutic services. They can also avail of the suite of services provided by Novas such as the Community Detox service, the Respite House and the Street Outreach programme.

The IFS has been operating with much success since being established in 2005. In the last 24 months, referrals to the service have increased by 236%. In 2013, 127 families were supported. Of these, some 80% of parents were under 30 years of age, again highlighting the vulnerability of younger adults to becoming homeless.

The proportion of new clients accessing the service in 2012 and 2013 was 90% indicating the high success rates in enabling families to maintain their tenancies. Considering that many of the families we work with have a history of episodic and long-term homelessness due to complex needs around addiction and mental health, this is a remarkable re-settlement rate. At the core of the service is advocacy on behalf of families. It often becomes the voice of families that want to stay together while accessing support.

IN THE LAST 24 MONTHS, REFERRALS TO THE SERVICE HAVE INCREASED BY 236%. IN 2013, 127 FAMILIES WERE SUPPORTED. OF THESE, SOME 80% OF PARENTS WERE UNDER 30 YEARS OF AGE



LISA'S STORY

HERE WE SHARE LISA'S STORY.

After starting with Novas as a locum worker and completing four months in DIAL, I was fortunate to secure a full-time position in the Intensive Family Support service. (IFS). The IFS offers emotional and practical support to families who are homeless or at risk of homelessness in Limerick City. This is primarily a preventative service and our main objective is tenancy sustainment and working to keep families together in their own homes. We are a small team consisting of a manager, three full-time staff and two-part time staff who work with approximately forty families in Limerick city.

In the last twelve months there has been a big increase in referrals to our service. We identify this increase to be linked to the current national rental housing crisis as it is proving increasingly difficult to accommodate the families that we work with. Historically the IFS worked with families who had a history of homelessness and social welfare dependency. However there is now a new dynamic of middle-class families presenting to our service.

I have recently worked with one such family, when the father, James*, came looking for support. Prior to engaging with the IFS James had been working full time, was married and had two children. James's marriage had broken down due to his wife's addiction and subsequent spending which led to massive debts and a very poor credit rating. When James came to the IFS for the initial assessment he had been made redundant, the bank had foreclosed on his mortgage and his home was due for repossession. His wife's addiction meant that she was not contributing to the children's welfare or upkeep of the home. Eventually she abandoned the family and this led to James managing on his own with two teenage children. When I was allocated James's case he was very distressed and his level of anxiety meant that he could not see a way out. His children were beginning to act out. The entire family had reached crisis point.

In order to move from crisis to stability we worked on a support plan which entailed budgeting, clearing debt and saving towards a deposit for rental accommodation. Upon his eviction James had to go through the mortgage resolution process which means all opportunities for the family to remain in their home had been exhausted. Working in conjunction with the Homeless Action Team James was then in a position to be placed on the local authority housing list but due to the housing crisis there was no council house available, however, James was granted rent allowance.

Things were accelerating at a very fast pace and James had only four days to find a new home for his family. Without relatives or friends to support him, the family were facing homelessness. In the meantime we managed to secure storage for James' possessions and he and his family were placed in emergency B&B accommodation. This arrangement lasted for two weeks before we secured suitable private rented accommodation. We were fortunate to secure it so quickly considering the current crisis. We supported James through this process in many ways including accessing the internet, house viewings, meeting and mediating with landlords to secure housing and attending the Higher Executive Officer clinic to access a deposit and rent allowance for the new family home. James' goal was to secure a stable and long term tenancy for himself and his family. This was done by working hard to build a positive relationship with the landlord.

I negotiated with the landlord to reduce the rent from €650 per month to €550 per month, in order to stay within the rent cap allowance. As an incentive I arranged for the landlord to collect the rent from the IFS offices every month, rather than directly from James, so all negotiations would be conducted through the IFS. I used the weekly home visits as an opportunity to ensure everything was running smoothly in the house and relayed any health and safety issues back to the landlord. The benefits to the landlord may not have been financially appealing but provided a long-term tenant supported by a professional organisation rooted in tenancy sustainment.

As well as providing practical support, I also supported James emotionally to restore his confidence and self-belief. When they were settled in their new home, James and his daughter took part in our summer trip to Blackwater Adventure Centre. It was good to see James just being a dad to his daughter. Every summer the IFS organises a fun family day away from Limerick. For some this is the only opportunity for a break away from the city during the whole

year. This year over fifty children got to enjoy the summer trip.

James and his family have settled very well into their new accommodation, they have moved from crisis to stability and still link in with the service for savings and any other issues which may arise.

I REALLY ENJOY
WORKING WITH
THE INTENSIVE
FAMILY SUPPORT
AND CAN SEE
REAL VALUE IN
WHAT WE HAVE TO
OFFER. IT IS VERY
REWARDING.

With Christmas around the corner we will be offering James and other families a food hamper, toys and a fun filled family day out to see Santa. Without this initiative an increasing number of families would find it difficult to keep a roof over their heads at this time of year considering the additional expense. James' story reflects many of the new clients who present to our service. In the past working families did not seek help from our service but now these families are composing an increasing proportion of our caseload.

I really enjoy working with the Intensive Family Support and can see real value in what we have to offer. It is very rewarding to see our families move from crisis to stability and gain back their power and independence that was lost through homelessness.

OUT OF HOURS SERVICE

Novas' Out-of-Hours facility operates from the premises of the Intensive Family Support service. It is funded by and works in conjunction with the Limerick Homeless Persons Centre. It provides an out-of-hours service for homeless people in the city to access temporary and emergency accommodation from 5pm to 9pm each evening and from 12pm to 4pm during the weekends. Moreover, a 24-hour emergency free phone number is available outside of these hours.

The out-of hours service is a vital component of Novas' range of supports in Limerick city. It is the only such service outside Dublin and co-ordinates the accommodation of all the voluntary agencies in the city. It is essential in the prevention of rough sleeping in Limerick.

During 2013, there were 355 referrals to the service, with more than 80% of these supported through the provision of accommodation, largely in temporary supported accommodation and B&B's, provided on a nightly basis.


DIAL

During 2013, 17 young adults were supported in our DIAL service (Developing Independent Active Living). Of these, sixteen were under 21 years of age, highlighting the demand for such a service among young adults, particularly those leaving the care system. While the support needs of DIAL clients were broad-ranging, most support was needed in the area of mental health. Other issues requiring support included physical health, navigating the criminal justice system, learning disabilities and immigration rights.

Life skills training and support is at the heart of the DIAL ethos and a large part of this is done through encouraging participation in further education. Last year, all clients who engaged with the service for more than two months were linked with education services, with one resident and one out-reach client completing their Leaving Certificate. Five clients attended third-level institutions and eight clients engaged in community or FÁS schemes.



Running for
Novas Initiatives



AS THE OLD SAYING GOES; 'THERE'S NO PLACE LIKE HOME' AND I KNOW DIAL IS SOMEPLACE I CAN ALWAYS LINK IN WITH

DIAL STORY

HERE WE SHARE A STORY FROM A FORMER RESIDENT ABOUT RETURNING TO DIAL.

I returned to the DIAL service in November 2013 due to becoming homeless from my apartment. Since I moved back to DIAL, I was at ease from the recent living conditions I had to face during my time in my apartment.

I was made feel welcome and was assured support from all the staff there, particularly my key-worker. Upon returning to DIAL, a focused plan on rebuilding my life was put in place by myself and my key worker. I was able to reach many goals that we had established together such as budgeting and returning to education. Most importantly, I was supported in securing my own apartment so that I could once again live independently.

By returning to DIAL I am more confident in returning to the second stage process of independence. While in DIAL I engaged in the Life skills Program with other residents, which will equip me for living on my own. I have also made new friends that I now class as family for the future.

Returning to DIAL was a great success for me. As the old saying goes; 'There's no place like home' and I know DIAL is someplace I can always link in with whenever I need to.

STREET OUTREACH

Novas' Street Outreach is a voluntary service that was established by staff members five years ago in response to an increasing number of people in need of additional support in Limerick city. While it began operating three or four times weekly with six to seven presentations each night, it has since grown exponentially, due to the deepening impact of the economic crisis.

During 2013, the service operated seven nights a week with up to 30 individuals seeking a hot meal and a kind word on each evening. More than 10,000 meals were distributed over the twelve month period. As well as providing physical sustenance, the service also prevents social isolation among

a very marginalised group. For some it is their only social interaction throughout the day.

This service is run entirely by our highly committed volunteer team, who go out in pairs each evening to provide this vital support for people on the margins of society. It supports people who are homeless but also those living in their own accommodation, who are struggling to make ends meet. For some, the service is the difference between maintaining their own accommodation and being homeless. Many of those who access the Street Outreach do not engage with any other homeless service in the city.

COMMUNITY DETOX

Novas Community Detox is part of a national initiative supported by the HSE and the ICGP whose aim is to support people to access safer out-patient detoxification from methadone and benzodiazepines.⁵ The process is defined in written protocols developed by an expert group, who also identified specific roles for GPs, key workers, and brokers. The broker's role is to raise awareness of the initiative and to support engagement of doctors and key workers within the Mid-West.

During 2013, Novas' Mid-West Community Detox service received 90 referrals, with the majority emanating from Limerick city and a smaller proportion from Co. Limerick, Co. Clare and North Tipperary. The substance people sought most support to detoxify from was benzodiazepines, with

68% of all clients seeking support around these drugs. A further 15% sought support around their poly-drug use, with almost all using benzodiazepines. This was an almost identical proportion as in the previous twelve month period, highlighting the pervasiveness of these drugs and it's availability through legal and illegal routes.

In response to the issue, the Community Detox set a strategic objective for the year of developing a package of therapies for those undergoing benzodiazepine detoxification, as identified by T&R subgroup, of which the Community Detox is a part. This has been successfully completed and disseminated widely within the Mid-West region and beyond.

Mid-West Community Detox Referrals by Substance 2013



⁵ ICGP - Irish College of General Practitioners

MITCHEL STREET

Mitchel Street is the largest of Novas' two residential services in North Tipperary. It is a six-bed service providing supported temporary accommodation to single men and women from Thurles and the surrounding region.

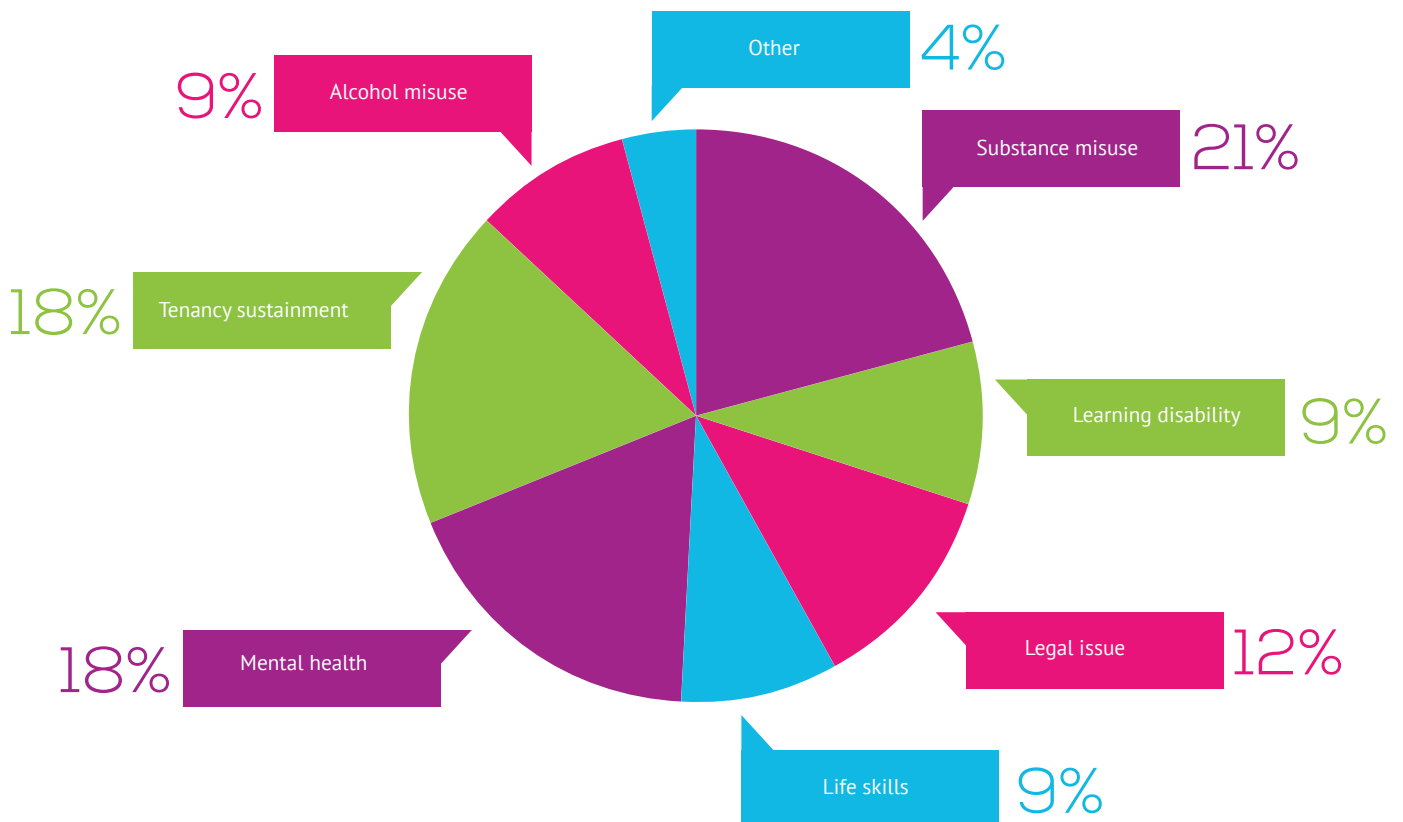
During 2013, some 48 referrals were made to the service, however we were only in a position to provide accommodation for 15 individuals, meaning that 69% of referrals were unable to access the service. This was predominantly a capacity issue, with demand far exceeding capacity throughout the twelve month period.

Issues facing residents included addiction, mental health, tenancy sustainment, life-skills and learning disabilities.

All clients were supported with more than one issue. Such support was essential to moving clients on and making space available for those waiting and considered priority for placement in the service.

In response to the housing crisis, staff have increased the outreach capacity of the service, supporting vulnerable individuals and families in their own homes through tenancy sustainment, the provision of meals, social integration and emotional support. Management are also engaging with the local authority regarding the capacity issue and the potential development of a long-term supported unit. This, however, is still some way off.

Presenting needs of Mitchel Street clients





SARAH'S STORY

A FORMER RESIDENT OF MITCHEL STREET SHARES HER STORY OF HOMELESSNESS AND THE SUPPORT SHE RECEIVED IN THE SERVICE:

I first became homeless in April 2011 after my home was burgled. My partner at the time was in prison and after that happened I went off the rails.

I always had problems with alcohol and drugs. I stayed with a friend for a couple of weeks but she could not let me stay any longer as she had children and had no room for me. She was the one that rang someone in Nenagh and made an appointment for me to see someone. When I met them, they arranged for me to go back to Thurles, where I stayed in B&B accommodation for two nights. After that I got a room in Novas' Mitchel Street service.

That has been the best move I ever made. The staff were more than welcoming. It's really nice to feel that from people, especially when you've had a life of addiction, it's not a common feeling, people do treat you differently when you have problems around drink and drugs.

When I first arrived I was taken upstairs to my room. I was in shock at how nice it was – wooden bed, wardrobe, locker, fridge, sink and TV. The bed linen was nice and clean and the bed was lovely. I was happy and felt at home at last, after weeks of homelessness.

My next step was to get my drinking sorted. I talked to staff and they helped me put a plan in place that involved me wanting to stay in the house for two weeks in an effort to come off drugs. They helped me with this by being there

to chat if I did feel like going out for drink and drugs. That really worked for me, although it wasn't easy. It also helped that the other residents were good to me and to each other. There were never any fights among the residents and there was never any violence towards staff.

In total, I was there for nine months and the help staff gave me, including the support around my addictions, helping me with calls and being there with me in meetings with social workers and most of all being there as a friend, was a lifeline. My time with Novas gave me time to reflect on life and sort out my issues.

Unfortunately after I left Novas I went back taking heroin. But Novas were still involved with me. They helped me big time, they got me to see a doctor. I'm now on a methadone programme and doing really well. I'm clean for months. I'm in college three days a week. I'm meeting new friends who don't take drugs. It's very hard to stay off them surrounded by old friends that are still active users. I continue to get help from Novas. They call to my home providing outreach support. They have coffee with me and chat to me and I call into them from time to time. They are still there for me anytime I need them. Any help I ask for within reason they give to me.

PROSPECT HOUSE

In partnership with Clúid Housing Association, Novas developed temporary supported accommodation for four single adults (male and female) in Nenagh, Co Tipperary. Opened in 2009, it was developed to support individuals with basic living skills who required a degree of support in maintaining tenancies and running a household.

It was initially thought that the service would provide supported accommodation for up to six-months, but in reality the utter lack of suitable move-on accommodation means that residents remain far longer. During 2013, while 11 people were referred to Prospect House, only four were provided with residential accommodation. There was no move-on from the service because there was nowhere for residents to go. As a result only 36% of those referred were provided with accommodation.

As in our Mitchel Street service, one response to the escalating crisis was the expansion of outreach support, much of which was done on a voluntary basis. Staff provided marginalised people in the community with emotional and practical support, ensuring tenancies were maintained and preventing social isolation. Novas is also working to secure additional accommodation in the region to support those most in need on a long-term basis.

The 2013 statistics from our Tipperary services reveal a bubbling regional crisis. They have evidenced that demand continues to outstrip capacity in the area and that additional services are required. While the focus of the current homeless crisis is on Dublin, it is reflected throughout the country, with large towns and their rural hinterlands no exception.



RESPITE HOUSE

Opened in 2009, the Novas Respite House cares for the families and loved ones of people with addiction. Funded by the Mid-West Regional Drugs Task Force, the service seeks to improve the lives of those caring for people struggling with substance misuse. It recognises the impact of alcohol and drug misuse and the family's ability to cope with the challenge. It offers the opportunity to relax in a safe and peaceful environment, develop new coping skills and enjoy alternative therapies such as reiki, reflexology, massage and acupuncture.

Some 213 individuals were referred to the service throughout 2013 – 54% from Limerick city, 26% from

North Tipperary and 10% each from both Co. Limerick and Co. Clare. These individuals and families were offered day, overnight and weekend respite with family trips and treatments on offer and friendly non-judgemental support provided to all. Group sessions were also provided in partnership with the North Star Project and Le Cheile Craft Group.

During 2013, more than 90% of clients were female. It is a strategic objective of the service during 2014 to support more men facing the trials of supporting a loved one with addiction, through specifically targeting this cohort.

CLIENT TESTIMONIAL

Spending time at the Novas house in Newport has been invaluable to me as a person. It has been a place of peace, rest and reflection. It has given me time to be present in the moment and to just be...I have a new outlook on life now and have gained skills that I use in my daily life. To shift my way of being has had a knock-on effect on both family and career...I am only now seeing it has taken a long time for me to stop looking after everyone else before me. It is nice to

be able to say no, and not have to explain why. Just taking a person out of what they consider normal and giving them the gift of other possibilities is the way for both mind and spirit to reconnect inside. Novas is a place of healing, peace, and a place to grow and a place where you are listened to without judgement.

-From a client attending respite, November 2013.

ARLINGTON LODGE

Opened by Novas in 2003, this is Kerry's only low-threshold direct access homeless accommodation service. It provides supported accommodation for male and female residents on a 24-hour basis.

Returns from Arlington Lodge during 2013, reflect the escalating crisis in the region. For example, while there were 120 referrals during the twelve month period, only 65 of these accessed a service. As with all our services, this was predominantly due to insufficient capacity. The situation is being exacerbated by the lack of move-on accommodation for those no longer in need of 24-hour support.

Arlington Lodge responded to the crisis in a number of ways. There was a pro-active effort to extend its existing suite of long-term accommodation services (which include Killeen

Woods - a long-term five -bed unit for young adults seeking to live independently but in need of low level support and Golf Links Road - long-term supported housing for Novas' older clientele, many of whom have mobility issues). As already outlined, a property adjacent to Arlington Lodge was purchased as a home for life for a long-term homeless client with a disability. This service is due to open in 2014. In addition, outreach services were expanded to support more people live in their own homes within the community.

Arlington Lodge also operated a cold weather service during the winter months. This is a policy that no one is refused entry to the service, even if all beds are full. Additional residents are accommodated on sofas and armchairs in communal living areas.

The presenting needs of clients here are similar to those in our other residential services; however there was a notably higher number of presentations with alcohol dependency issues. Some 40% of all issues related to alcohol misuse and 15% to drug misuse. This is quite a different profile to

the presenting needs in McGarry House in Limerick, another male and female, low-threshold service, indicating the complex and varying support needs of homeless people and the subsequent need for many and varied responses.

KNOCKLEE HOUSE

Knocklee House provides eight units of supported accommodation for couples and individuals with low to high level support needs. It endorses and prepares clients for independent living.

During the twelve month period of 2013, some 70 referrals were made to the service, with 19 people provided supported accommodation, just 27% of all referrals. In an effort to support those not provided accommodation, outreach support has been extended on a voluntary basis. It is also a strategic objective of Novas to secure long-term accommodation in the region by 2016.

Issues facing Knocklee clients included alcohol and substance misuse (26% combined), mental health (18%), life-skills (12%) and tenancy sustainment (9%), along with physical wellbeing, dual diagnosis and learning disabilities.

When the service was first opened in 2007, the majority of clients presenting were aged between 40 and 50 years. In 2013, the biggest single age category was 18 to 21 year olds, with this group accounting for 32% of all referrals. This startling decline in age profile is a feature in all our services and is representative of the current homeless landscape.

MOUNT BROWN

2013 marked a year of increasing demand on our Mount Brown service which reinforced our motives to move and extend the existing service to provide greater capacity and greater opportunities for the residents of the service. The move will take place at the end of 2014.

Some 288 homeless women were provided with accommodation in Mount Brown throughout 2013. Despite the volume of female clients, this only represented 61% of all referrals throughout the year. As with all our services, demand far exceeded capacity.

The presenting needs of clients were broad-ranging, with addiction featuring strongly. More than 50% of client issues (not including crashers) related to addiction – with 30% relating specifically to drug misuse. Residents were also

supported around their mental health, physical ill-health, domestic violence and legal issues.

The most noteworthy feature throughout the year in this service was the number of repeat clients that accessed accommodation. Considering all clients during 2013, some 69% received a service on more than one occasion. As previously noted, we are working diligently to provide better long-term solutions in relation to female homelessness, which include sitting on the Operational Sub-Group tasked with designing the new service as well as our plans to develop long-term accommodation for formerly homeless women and their children in the Dublin region. Developing specific, tailor-made responses to female homelessness is essential to tackling the issue, and is something Novas is deeply committed to.



NOW I'M DOING MUCH BETTER, THANKS TO THE SUPPORT AND PERSEVERANCE OF THE STAFF. I CONSIDER IT MY HOME AND GET ON VERY WELL WITH ALL THE OTHER RESIDENTS AND STAFF.

CHRIS' STORY

HERE CHRIS SHARES HIS STORY WITH US ABOUT HIS TIME IN ARLINGTON LODGE.

I first started drinking when I was 16, most of my friends were drinking so I just fell into that way of life - drinking with the lads, I left school when I was 17, but I never had any interest in learning, most days I didn't return after lunch, that wasn't unusual for kids from my area and nobody took too much notice of it.

From the age of 18 my drinking increased and became a problem for me, it was around that time that I also came to the attention of the Gardai, I was arrested for drunk and disorderly. Since then I have had lots of run-ins with them and the crime I got involved in was becoming more serious.

I was first sent to Cork Prison when I was just 18 years old and have been there six or seven times since. I first became homeless when I was 22, as a result of my drinking. The local authority in Tralee sent me to Arlington Lodge. At the beginning I continued to smoke weed and take Xanax on occasion, but my drug of preference continued to be alcohol. Since then I have lived independently only once, and that quickly broke down.

Now I'm doing much better, thanks to the support and perseverance of the staff. I feel I could hold down a flat if I lessened my alcohol intake and had support. I would also need to stay away from my circle of friends - it's not

their fault, it's just the culture of drinking and abuse of prescription medication.

I find Arlington Lodge very helpful. The security of knowing that there is always support available is very important. I started a Fás scheme a few weeks ago, which is held in Arlington Lodge. I also work in the kitchen and help out around the hostel. This is my first time doing paid work and it feels really good to be able to have a plan for every day, I have cut down on my drinking because I have to be up for work in the morning. The manager says I can't start work if I have been drinking. I have my few drinks at the weekend and it spreads out my drinking over the week.

My hope is that I can secure an apartment of my own and continue to work in Arlington Lodge. I like the work and the social contact. I consider it my home and get on very well with all the other residents and staff.

BELLEVUE HOUSE

Plans to relocate and develop our existing children's home began in earnest during 2013, with an extensive building programme, including eight two-bed apartments on site. The redevelopment copper fastens our commitment to unaccompanied children entering the state seeking asylum. It is our ambition to provide them with professional care and support in a purpose-built, home-like environment, while affording the opportunities of a varied education and pursuing their interests and hobbies.

The service was at capacity throughout 2013 with six long-term teenagers in residence, all of whom were under 18 years of age. All of these children have been separated from their family so significant support is provided around this issue. An outreach service is also provided to those moving on after they turn 18. Staff support former residents in securing appropriate accommodation and integrating into their new communities. This is very important in assisting clients in transitioning from supported to independent living.



Staff at Bellevue House

FUNDRAISING AND VOLUNTEERS

We are indebted to all the individuals, schools, companies and local community organisations that have contributed to our Organisation throughout 2013. Each and every event, donation and volunteering hour has enhanced our services and enabled us to support more and more marginalised people throughout Ireland.

The range of events, from coffee mornings to street collections, to the individual generosity of donors continues to astound us. Thank you for your continued support. All donations and monies raised from fundraising events organised on behalf of Novas go directly to supporting our frontline services.



TOY APPEAL

Each Christmas Novas' Intensive Family Support Service operates its Annual Toy Appeal for the families it works with, approximately 140 in total. Christmas is often the most difficult time of the year for those engaged in our services, particularly for people with children. In an effort to make it a little easier, the IFS, through its appeal, seeks to provide gifts for the children of the service. Each year we hope that every child will have a present to open on Christmas morning thanks to the overwhelming generosity of those who participate.

Last year was our most successful appeal to date, with more than €10,000 worth of toys donated. Because of this we were in a position to ensure lots of smiling faces on Christmas morning. We would like to extend a huge thank you to those who supported this appeal.

CHRISTMAS CORPORATE DONATIONS

Last Christmas, we raised more than €17,000 from local companies who made very generous donations to Novas Initiatives homeless services in lieu of Christmas cards. We are indebted to these local companies for their very kind donations and wish to thank all those who got involved.

EVENTS

Events were held on behalf of Novas throughout the year. From coffee mornings, to bag packing to Christmas carol services, we wish to thank everybody who got involved, supported an event or made a donation. Such events keep the homeless issue on the agenda throughout the year and help raise vital funds for frontline services.

DONATIONS

We are so grateful to everyone who made a donation to Novas services throughout the year. From young boys and girls donating their communion money to our regular donors, we are indebted to you all. All such donations go directly to supporting our clients and enable us to help more marginalised people seeking our support.



GOVERNANCE

Arlington Novas Ireland, an Approved Housing Body trading as Novas Initiatives, has mandatory obligations to ensure it meets the necessary standards required of such a body and as a Company Limited by Guarantee. To do this it must have a proper governance structure.

Novas Initiatives is governed by eight voluntary non-executive Board of Directors, who are ultimately responsible for the affairs of the company. Each year at the AGM, the Directors are appointed by the company members. The Organisation currently has eight board members, who employ a Chief Executive Officer, charged with the responsibility of the day-to-day management of the organisation. Including this CEO, there are 150 full-time employees with a further 30 part-time staff. The Board of Directors are acutely aware of their fiduciary function and there is a distinct separation between the role of the Board and the role of the CEO and the senior management team. This, we believe is extremely important.

There are five sub-groups within the management board, each responsible for an area of special importance to the Organisation. Each sub-group is chaired by a director, who in turn reports back to the Board. These sub-groups are: Governance, Health and Safety, Finance, Client Welfare and Development. During 2013, each group held at least four meetings. In total, six board meetings and 34 sub-group meetings were held throughout the year.

During 2013 Novas Initiatives signed up to two important regulation codes - The Voluntary Regulation Code and the Regulation Code for Approved Housing Bodies. This signifies

our commitment to good and transparent governance. We look forward to the regulators taking up their positions in 2014 as we believe it is essential for the development of the sector. We intend to comply in full to both codes of practice.

Novas Initiatives is particularly committed to good governance in the areas of finance, staffing, procurement, health and safety, equality of opportunity and accountability. There is still plenty to achieve, as we strive for best practice in each of these sectors.

One of the key elements of good governance, from the perspective of a housing association with low-threshold residential services, is effective health and safety policies and practices. From the Board downwards, Novas views health and safety as a very important function of the organisation. We have a very committed board member overseeing the Health and Safety Sub-Group and in 2013 a new Health and Safety Advisor was appointed to oversee its development and ensure best practice. Plans are afoot to provide all managers and service safety reps with Fetac level 5 Health and Safety Training during 2014, such is our commitment to this issue.

While we still have a lot to learn in regard to good governance, we are well on our way to achieving full compliance with the new regulation codes by the end of 2014.

FINANCIAL REPORT

For the fifth consecutive year, 2013 marked further cuts to Arlington Novas Ireland Limited's core homeless funding budget. While we have experienced cuts from the HSE on an annual basis, 2013 was the first year in which cuts were imposed by the Department of Environment and thus local authorities, at 3.2%. We hope that with the stabilisation of the economy, we have reached the lowest point in terms of reduced statutory funding. It is increasingly difficult to absorb cuts without services and clients being affected.

In 2013, the total income generated by Arlington Novas Ireland Limited was €6.791m (an increase of 1.8% from 2012 in line with increased services). Revenue based grants for core homeless funding amounted to €5.188m (a decrease of 1.8% from 2012, despite more people being supported). The cut to core funding since the beginning of the economic crisis are in the region of 10%. Core funding represents 75.1% of our total income.

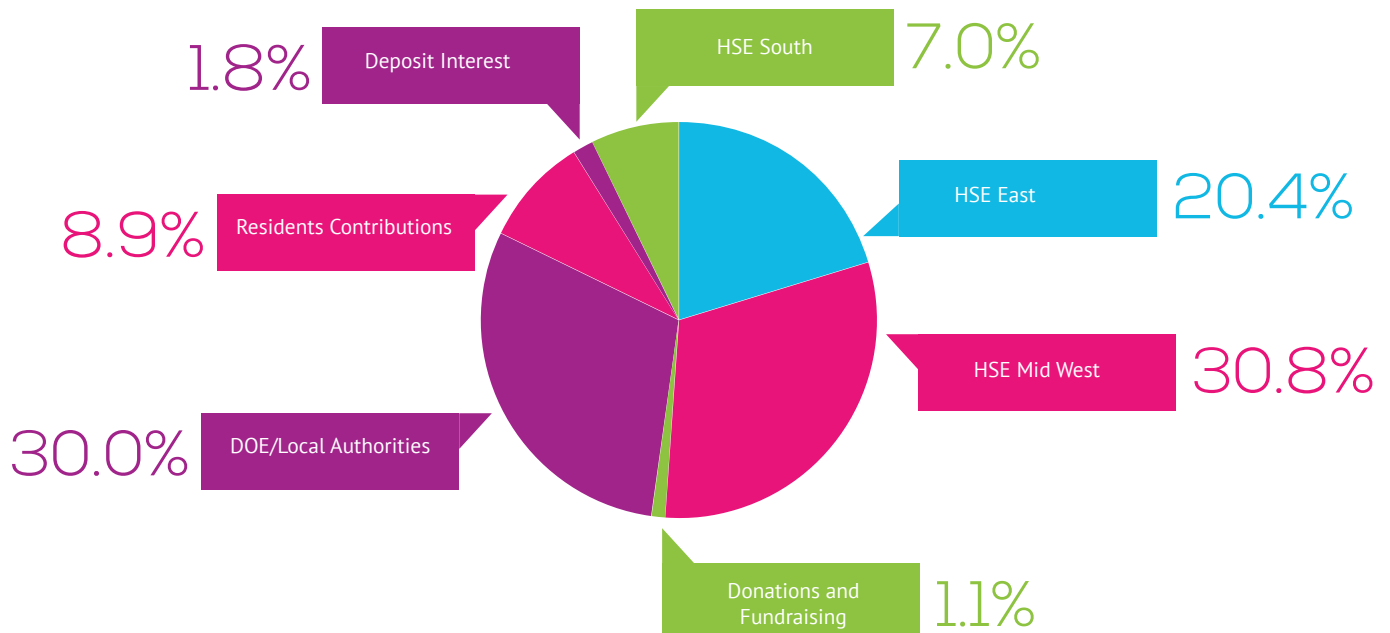
Non-core funding for 2013 amounted to €908k. This relates primarily to funding from the Mid-West Regional Drugs Task Force, Disability services and dealing with individual clients on behalf of the state.

Other income accrued amounted to €816k (an increase of 3.1%) and consisted of contributions from our service users, deposit interest, donations and fundraising.

We are very grateful to all our funders and donors, whose continued support and generosity has enabled us to maintain the high standards of services provided to our clients.

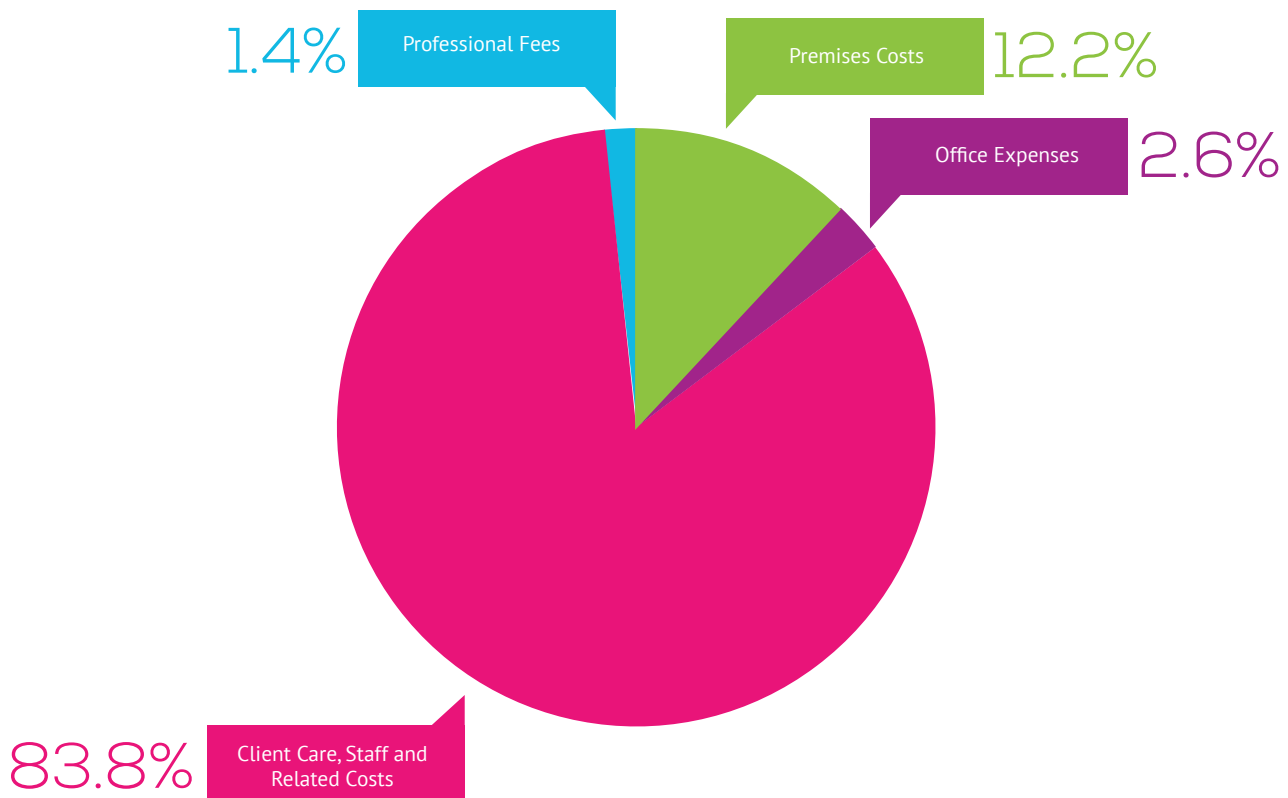
Set out below is a breakdown of our income for 2013 by source.

Breakdown of Income 2013



Expenditure was maintained at a similar level as 2012. We continued to invest in the improvement of our facilities and services, as far as possible. Client care, staffing and related costs of €5.603M, composed more than 83% of our overall expenditure. Other significant areas of expenditure were on the day-to-day running costs of the services.

Breakdown of Expenditure 2013



To conclude, there was a surplus of €229k in income over expenditure. All surpluses are reinvested in our services.

2014 will prove another challenging year for Arlington Novas Ireland Limited. We will continue to manage our costs as prudently as possible. We do not anticipate any further cuts from our statutory funders.

Our capital programme will continue during 2014, with the redevelopment of Brother Stephen Russell House and the building of the new children's' home in Dublin.

We are committed to managing our costs as tightly as possible and ensuring that the vast majority of our expenditure continues to be spent on providing for our service users.

Arlington Novas Ireland Limited

Income and Expenditure Account
Year Ended 31st December 2013

	2013	2012
	€	€
INCOME	6,785,899	6,605,857
Expenditure	(6,474,928)	(6,461,560)
OPERATING SURPLUS	310,971	144,297
Profit on disposal of fixed assets	-	4,477
	310,971	148,744
Interest receivable	126,180	184,852
Interest payable and similar charges	(2,444)	(3,167)
SURPLUS ON ORDINARY ACTIVITIES	434,707	330,459
BEFORE TAXATION		
Tax on surplus on ordinary activities	-	-
	434,707	330,459
SURPLUS FOR THE FINANCIAL YEAR	434,707	330,459
Balance brought forward	2,544,226	2,410,167
Transfer to Designated Fund	(205,266)	(196,400)
Balance carried forward	2,773,667	2,544,226

All of the activities of the company are classed as continuing

These financial statements were approved by the directors on the 11th September 2014 and are signed on their behalf by:

Michael Flynn Director

Dermot Sadlier Director

Arlington Novas Ireland Limited

Balance Sheet
31st December 2013

	2013		2012	
	€	€	€	€
FIXED ASSETS				
Housing Properties		18,317,473		17,772,503
Less Capital Assistance Scheme Loans		(16,903,252)		(16,628,228)
Less Other Capital Grants		(265,001)		(265,001)
		1,149,220		879,274
Tangible Assets		2,998		8,960
Financial assets		4,550,000		3,807,569
		5,702,218		4,695,803
CURRENT ASSETS				
Debtors	109,364		168,989	
Cash at bank and in hand	727,250		1,432,535	
	836,614		1,601,524	
CREDITORS: Amounts falling due within one year	(452,639)		(629,395)	
		383,975		972,129
NET CURRENT ASSETS		383,975		972,129
TOTAL ASSETS LESS CURRENT LIABILITIES		6,086,193		5,667,932
CREDITORS: Amounts falling due after more than one year		(86,860)		103,306
		5,999,333		5,564,626
RESERVES				
Designated funds		3,225,666		3,020,400
Income and expenditure account		2,773,667		2,544,226
MEMBERS' FUNDS		5,999,333		5,564,626

These financial statements were approved by the directors on the 11th September 2014 and are signed on their behalf by:

Michael Flynn Director

Dermot Sadlier Director

THANKS TO OUR SPONSORS

Thanks to all those who supported this publication:

L & M Keating Building & Civil Engineering Contractors
The Greenhills Hotel

Designed by Sidetrack Media
www.sidetrack.ie

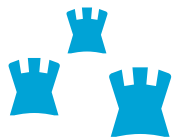
Printed by Just Print
www.justprint.ie



Comhshaol, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government



Comhairle Contae Thiobraid Árann
Tipperary County Council



**Comhairle Cathrach
Bhaile Átha Cliath**
Dublin City Council



**Cork
County Council**
Comhairle Contae Chorcaí



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



**MID WEST REGIONAL
DRUGS & ALCOHOL FORUM**

Clare • Limerick • N Tipperary

