

ANNUAL REPORT 2016

NOVAS
Housing | Health | Recovery

ANNUAL
REPORT
2016

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A VIEW FROM THE CHAIR

The year began with the worst housing and homeless crisis in modern times. It is disheartening that by the end of the year the situation had deteriorated further. This report shows the statistics of the crisis; among adults, young people, children, families, single persons, women and men.

We again set records for the number of clients supported. We again set records for almost every aspect of our work; except those parts of our work we most want to see hit new highs, clients resettling into their own accommodation.

In the midst of a crisis it is among families and children that the biggest (i.e. worst) effects are felt; over 100% increase in the year. Similarly the same increase was felt among 18-21 year olds. Official policy remains silo based. Private rented evictions soared when families faced huge increases in rent and simultaneously the government was giving assurance that they had curbed such increases. The substantial cuts in social welfare payments to young people meant they could no longer afford even the most basic accommodation.

The statistics are of course relevant. However they can't explain the enormous life changing, at times life threatening, experiences of those who are homeless. The unending stress, anxiety, frustration, anger, depression and sense of abandonment darken even the brightest of optimists. It is in this environment that our staff and volunteers play such a critical role. To kindle a spirit of hope where seemingly there is none; to provide care and support each day, to be the one person the client can depend on; to go the extra mile and always be there. Staff and volunteers working in homeless services are very special people. In expressing thanks to them it is being aware of the huge anxieties, stress and frustration they also face into each day.

The housing and homeless crisis is given priority by government. In recent years we had 3 major reports complete with strategies; in addition we had 2 reviews of these strategies with what the authors described as significant improvements. Also, let's not forget these reports have had various pillars, three in one and five in another, which seemingly virtually guaranteed successful outcomes.

The reality of course differs starkly. Has a single target/ objective in any of these reports been met? Two comments can be made; none of the reports, strategies or reviews has accomplished what it set out to achieve, and, during this period the crisis in housing and homelessness has worsened.



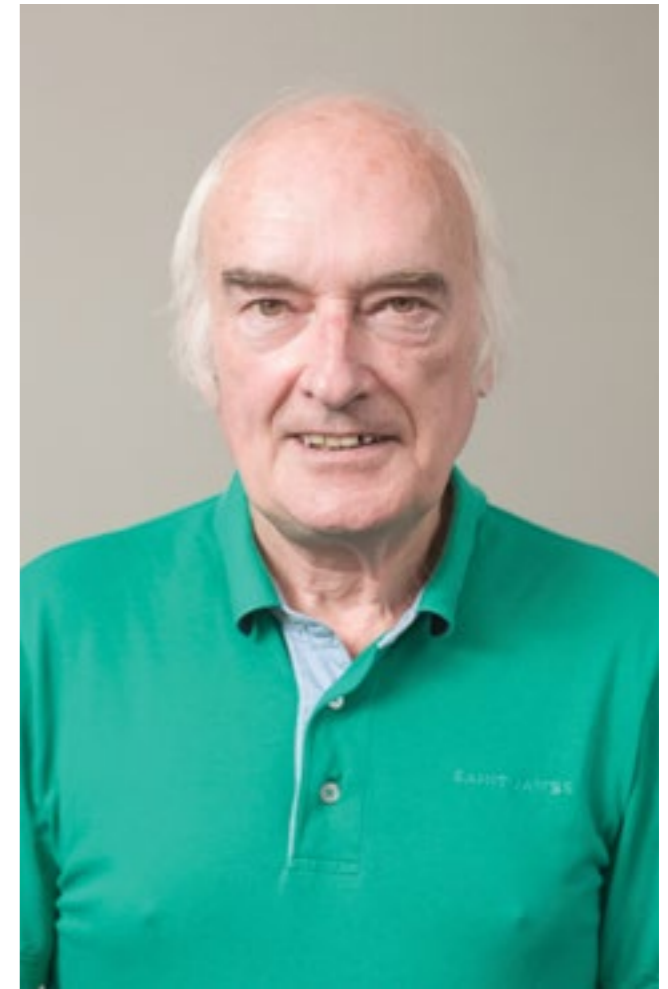
WE AGAIN SET RECORDS FOR THE NUMBER OF CLIENTS SUPPORTED. WE AGAIN SET RECORDS FOR ALMOST EVERY ASPECT OF OUR WORK

These comments are made with sadness. There is no doubt that politicians collectively are deeply concerned at the crisis and genuinely wish to see solutions.

Perhaps the politicians need to review the fundamentals of their thinking on housing rather than continue to tinker here and there with the technical aspects. Strategies are plans to give effect to our vision. They are limited, or empowered, by the clarity and strength of this vision.

The housing crisis is a consequence of no civic vision, where housing 'policy' is developer lead; houses are built for profit and not for citizens. Hence when it is not profitable to sell houses then new houses are not built. In the real world, housing needs are led by population and demographics. Consequently, during these times more people become homeless and the queue for adequate housing gets longer and longer.

At the core of this thinking is a denial that adequate housing is a civil right for all citizens. Public policies will continue to fall short until the civil right to housing is ingrained into political culture and action. These current reports will at best reduce the dimensions of this crisis but leave us vulnerable to the next crisis. And, let there be no doubt under present thinking, there will be a next time.



A new vision is needed. One where each citizen has the right to adequate housing; and where the state through the government of the day, of whichever political hue, is committed to delivering on this vision.

This means the state take a decisive role in housing provision. Over a period, and it will take some years, the state would substantially increase the provision of public housing. The vision is to ensure that adequate housing becomes a civil right for all and not exclusively available for the few citizens who, albeit unwittingly, can afford to make profits for developers.

Greg Maxwell
Chairperson

CEO WELCOME

Significant work has been done throughout 2016, with our staff supporting more than 3,500 people who were homeless, at risk of homelessness, entrenched in addiction or effected by the addiction of a loved one.

This year there was a significant rise in family homelessness, the impact of which is profound on children. Because of this, the number of families we worked with increased twofold and our family staff team increased by two. We also continued to procure long-term family homes in local communities.

However, this was not enough. Children becoming homeless with their families increased by 55% during the year. It is our duty to continue to advocate on behalf of families experiencing homelessness, to ensure sustainable pathways to long-term housing are created.

During 2016 we opened a shelter-style accommodation service (Temporary Emergency Provision) in Limerick, in conjunction with the Limerick Homeless Action Team. This was due to the rise in adults seeking emergency accommodation in the city and was a humanitarian response to the crisis and we are keenly aware that while it provides a dry, warm and safe place to sleep, it is not enough for the people that use it. While availing of the service, clients are supported by our Housing First Team to secure long-term independent accommodation.

In all our services throughout the country, demand exceeded capacity during 2016, as we endeavoured

to find new and innovative ways to support all those in need.

I wish to take this opportunity to thank our staff for their unwavering dedication to the wellbeing of our clients, for continuing to do more and for doing this with a smile and with hope, often in the face of trauma and adversity.

To our phenomenal volunteer group – including our Board of Directors – I wish to extend a heartfelt thanks. You give your time, your compassion and your kindness to some of the most vulnerable and isolated people in our society. For this we are immensely grateful.

To our funders – the Department of Housing, Planning and Local Government, the local authorities in the areas we work, the HSE (homeless services, disabilities services and the Mid-West Regional Drugs and Alcohol Forum) and Tusla – thank you for your continued faith in the work we do.

Finally I wish to thank our clients who bravely shared their story in this report. It is their experiences that drive us to do more.

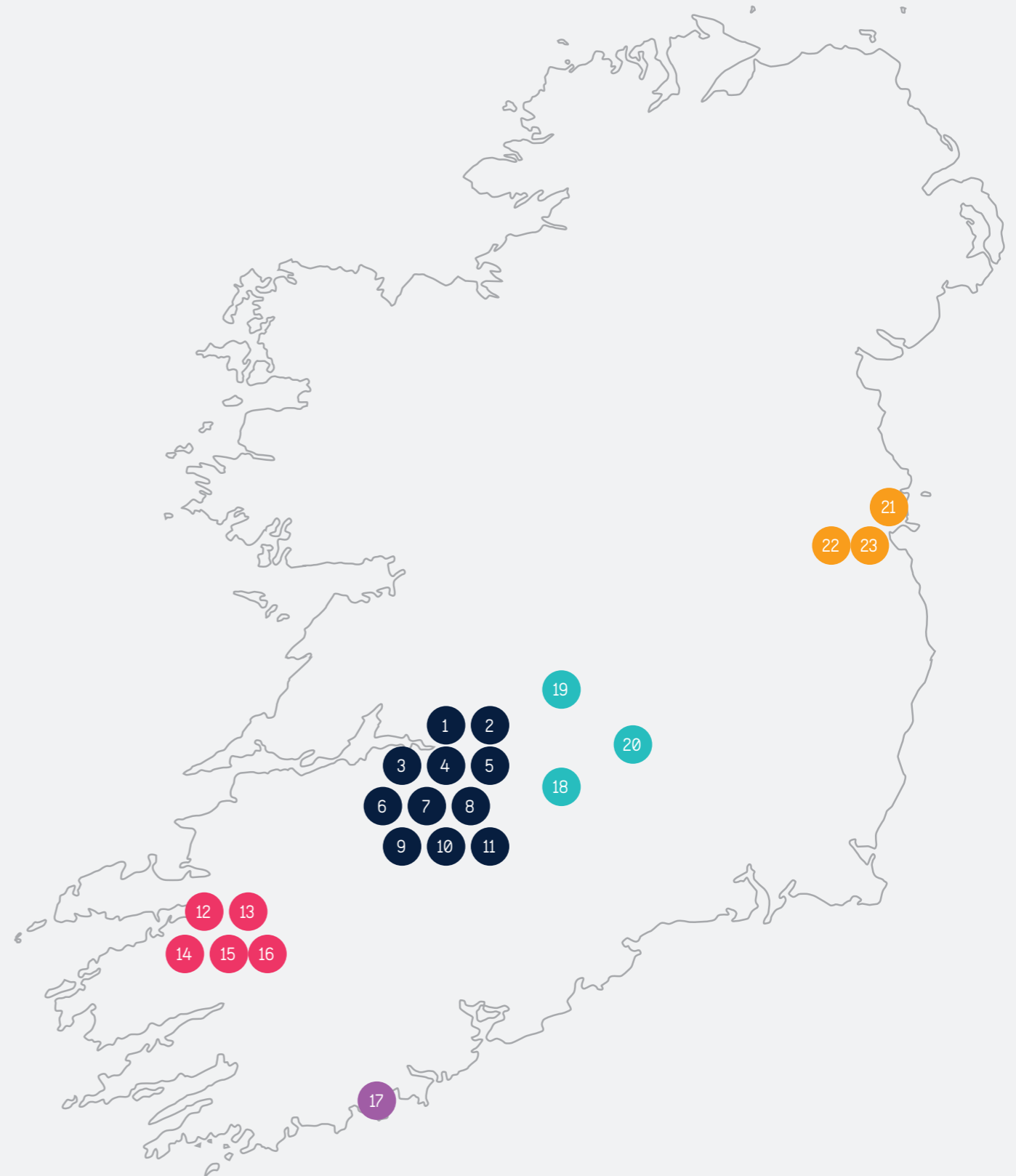
Michael Goulding
Novas CEO



CHILDREN BECOMING HOMELESS WITH THEIR FAMILIES INCREASED BY 55% DURING THE YEAR. IT IS OUR DUTY TO CONTINUE TO ADVOCATE ON BEHALF OF FAMILIES EXPERIENCING HOMELESSNESS TO ENSURE SUSTAINABLE PATHWAYS TO LONG-TERM HOUSING ARE CREATED.

MAP OF SERVICES

- **Dublin**
 - 21 The Abigail Women's Centre
 - 22 Bellevue House
 - 23 Haarlem Court
- **Tipperary**
 - 18 Novas Respite House
 - 19 Prospect House
 - 20 Mitchel Street
- **Limerick City**
 - 1 Street Outreach
 - 2 McGarry House
 - 3 Intensive Family Support Service
 - 4 Brother Stephen Russell House
 - 5 Housing First
 - 6 DIAL House
 - 7 Mid-West Community Detox
 - 8 Out-of-Hours Service
 - 9 St. Patrick's Hill Mental Health Services
 - 10 Long-Term Family Homes
 - 11 Temporary Emergency Provision
- **Tralee**
 - 12 Killeen Woods
 - 13 Knocklee House
 - 14 Old Golf Links Road
 - 15 Arlington Lodge
 - 16 Long-Term Apartments
- **Cork**
 - 17 Tenancy Support and Sustainment Scheme



TIMELINE 2002 - 2016

▶ 2002

BRIDGELAND HOUSE
Novas opens its first service, a temporary supported direct-access homeless accommodation service for men and women in Limerick City.

▶ 2003

ARLINGTON LODGE
Kerry's only temporary supported low-threshold homeless accommodation.

ST. PATRICK'S HILL
Long-term supported group home for formerly homeless men in Limerick City.

▶ 2005

BELLEVUE HOUSE
Long-term supported accommodation for unaccompanied minors entering the country based in Tallaght, Dublin 24.

BROTHER STEPHEN RUSSELL HOUSE
Provision of temporary and long-term supported accommodation for men in Limerick City, previously managed by the Alexian Brothers since 1978.

INTENSIVE FAMILY SUPPORT SERVICE
Preventative service working with families who are homeless or at risk of homelessness in Limerick City.

▶ 2006

KNOCKLEE HOUSE
Temporary supported accommodation for individuals with medium-level support needs in Tralee, Co. Kerry.

OUT OF HOURS SERVICE
An out of hours service for people in Limerick City to access temporary and emergency accommodation.

DIAL SERVICE
Two year life-skills programme of supported accommodation and services to young adults leaving the care system.

▶ 2007

MOUNT BROWN
Dublin's only low-threshold dedicated female homeless service.

▶ 2008

PROSPECT HOUSE
Temporary supported accommodation in single apartments for men and women requiring a low level of support in Nenagh, Co. Tipperary.

▶ 2009

KILLEEN WOODS
Long-term supported accommodation in Tralee, Co. Kerry.

STREET OUTREACH
Voluntary service providing meals for people in need of support in Limerick City seven nights a week.

RESPITE HOUSE
Caring for and improving the lives of the families of people with addiction throughout the Mid-West Region.

MCGARRY HOUSE*
Provision of temporary supported accommodation for homeless men and women in Limerick City.

▶ 2011

OLD GOLF LINKS ROAD
Long-term supported accommodation for older residents in peaceful one-floor setting in Tralee, Co. Kerry.

MITCHEL STREET
Provision of temporary supported accommodation and services for homeless men and women from North Tipperary.

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

▶ 2012

MID-WEST COMMUNITY DETOX
Providing support and services to people wishing to detox from prescribed and non-prescribed medication in the Mid-West Region.

TENANCY SUPPORT AND SUSTAINMENT SERVICE
Securing accommodation and providing support for people who are homeless or at risk of homelessness in West Cork.

MCGARRY HOUSE LONG-TERM SUPPORTED HOUSING
37 units of long-term supported housing in one, two and three-bed apartments.

▶ 2013

HOUSING FIRST LIMERICK
Commencement of Housing First on a pilot basis in Limerick City, supported by a multi-disciplinary team, managed by Novas.

MILK MARKET LANE
Long-term unit of supported accommodation in Tralee.

RESEARCH DEVELOPMENT
Inception of Novas's Research Department and roll out of its first project looking at overdose prevention in McGarry House.

▶ 2014

HAARLEM COURT
8 two-bed apartment complex for families and individuals with special needs.

BELLEVUE HOUSE
Relocation and redevelopment of Bellevue Children's Home for unaccompanied minors and refugees.

BROTHER RUSSELL HOUSE
Redevelopment and extension of Brother Russell House to provide 33 units of long-term accommodation in Limerick.

MENTAL HEALTH SERVICES
Development of an outreach mental health service under the auspice of Brother Russell House.

THE ABIGAIL WOMEN'S CENTRE
Relocation and redevelopment of our women's service (formerly Mount Brown) to accommodation up to 40 homeless women.

RESEARCH
Publication of HEADS UP - Preventing and Responding to Overdose in McGarry House.

▶ 2015

HOUSING FIRST
Development of a new Housing First programme in collaboration with the Limerick Homeless Action Team.

Long-Term Apartments
Procurement of four long-term apartments in Kerry for households with a housing need.

FAMILY HOMES
Procurement of eight family homes in Limerick for families experiencing homelessness and engaging with the IFS.

INNOVATION
Participation in the HSE's National Naloxone Demonstration Project.

INNOVATION
Development of a Peer Overdose Education Programme - TOPPLE.

▶ 2016

TEMPORARY EMERGENCY PROVISION
Emergency shelter-style accommodation for up to 20 individuals on a nightly basis.

FAMILY HOMES
Procurement of four family homes in Limerick for families experiencing homelessness and engaging with the IFS.

BOARD OF DIRECTORS





Greg Maxwell
Chairperson


Kieran Walshe



Martina Muphy





Justin Brosnan



Maria O'Dwyer

Eimear Griffin



Eoin Gallagher



SENIOR MANAGEMENT TEAM




Michael Goulding
CEO

Anne Cronin
Head of Services



Donal O'Carroll
Head of Finance





Eileen Whelan
Head of Legal and Personnel




John Rogers
Head of Property

Una Burns
Head of Policy and Communications



Mark Vella
Head of Quality, Safety and Compliance



This is our current Board of Directors at time of going to print. Three members have retired that were active during 2016: Sr. Cait Gannon, Pat Quaid and Dermot Sadlier.

VISION, MISSION, OBJECTIVES & VALUES

Vision:

To provide lasting solutions to homelessness.

Mission Statement:

Novas promotes social inclusion through Housing, Health, Recovery.

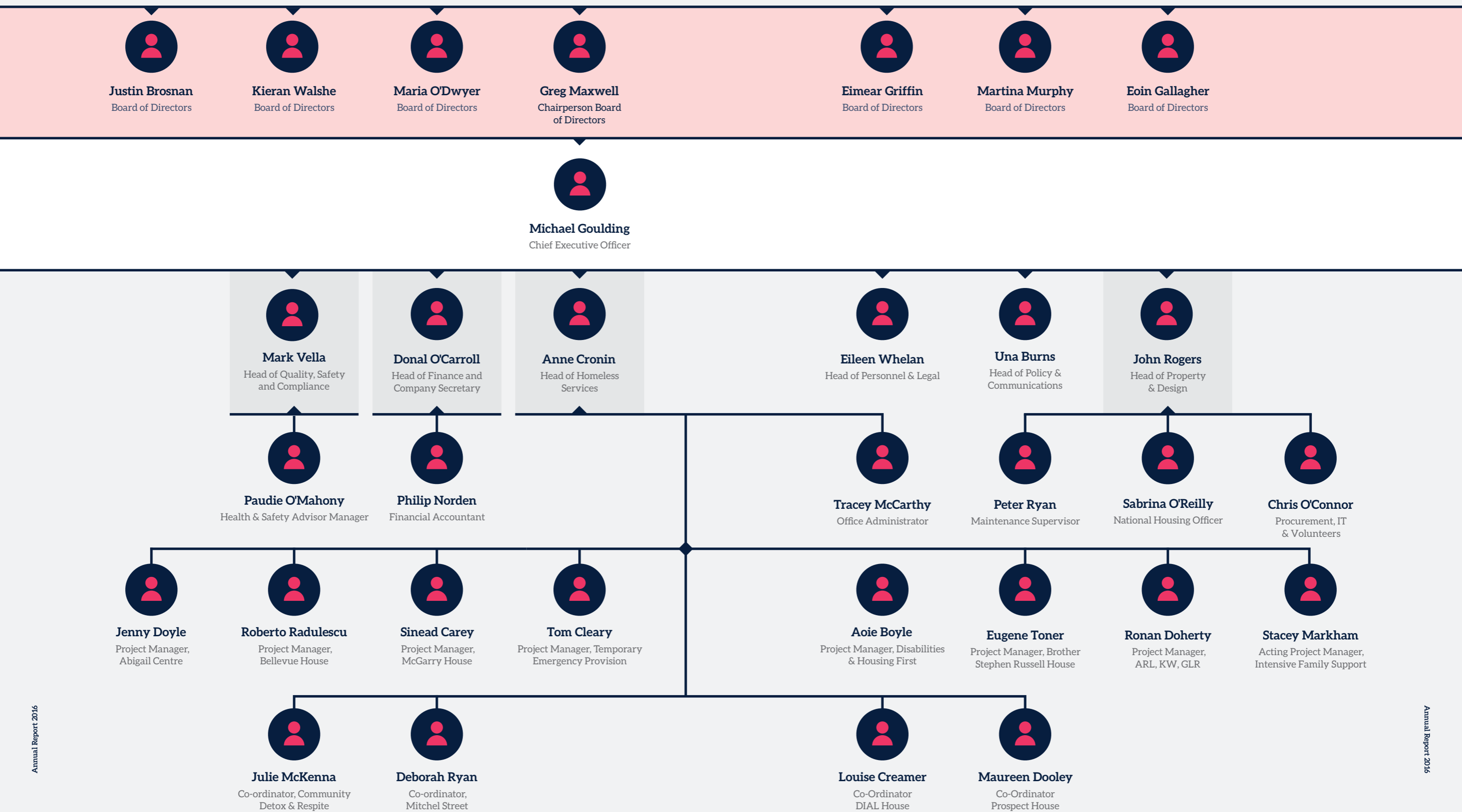
Aims and Objectives:

- > To provide homes to people who are homeless.
- > To support homeless people to have better health outcomes through interventions in drug use, mental health and disabilities.
- > To provide recovery pathways for homeless people with enduring mental health issues.
- > To empower and promote the independence of those who use our services.
- > To treat all our clients with dignity and respect.
- > To provide client-centred services, rooted in evidence, quality and good practice.
- > To advocate on behalf of people who are homeless, at risk of being homeless, entrenched in addiction or those experiencing social marginalisation through a strengths-based approach.

Novas' Core Values Are:

- > Equality
- > Diversity
- > Dignity
- > Self-determination
- > Strengths-based
- > Rights-based

NOVAS MANAGEMENT STRUCTURE







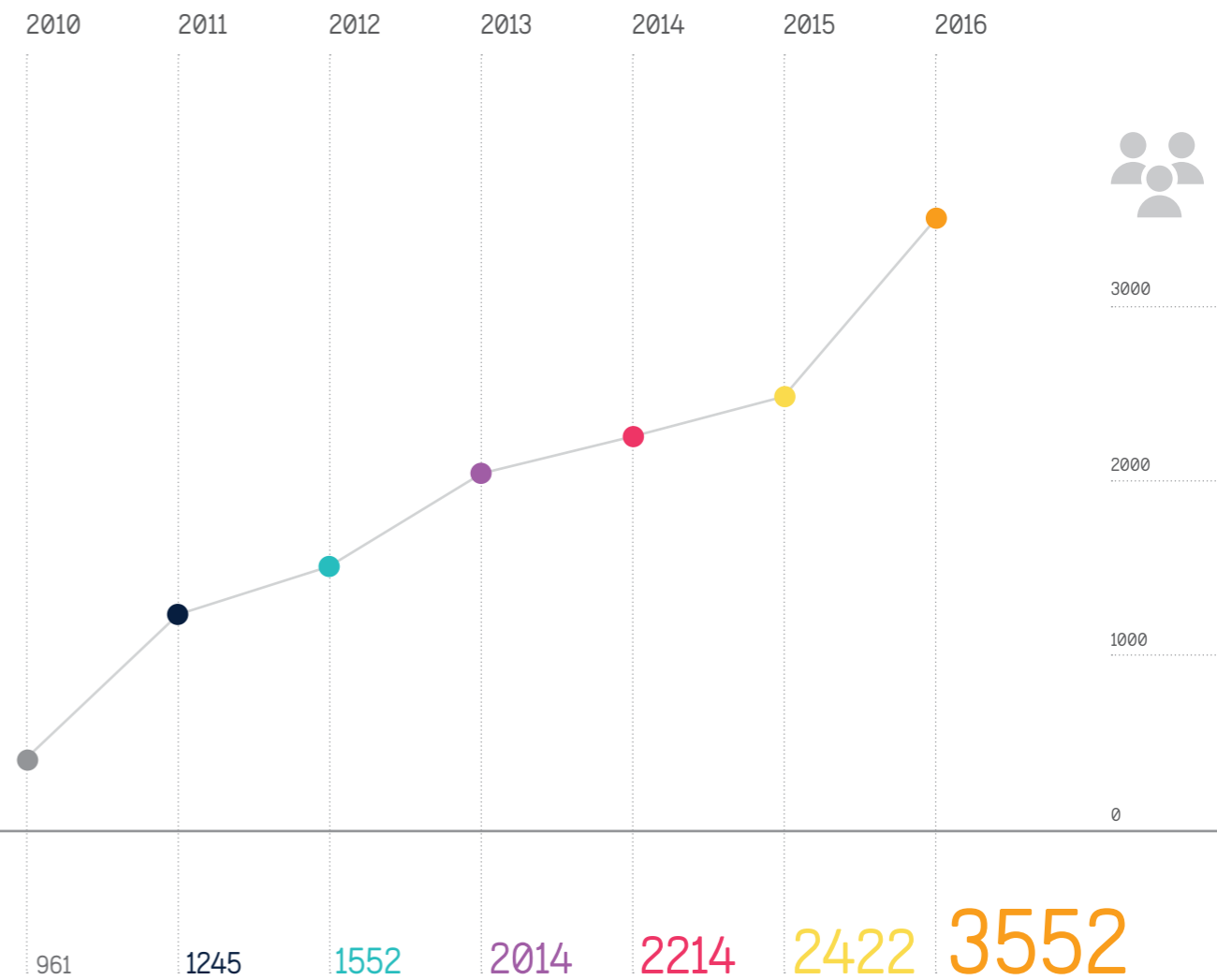
During 2016 Novas supported 3,552 people through Housing, Health and Recovery, 47% increase in a twelve month period and 270% increase since 2010.

2016: THE YEAR IN REVIEW

During 2016 Novas supported 3,552 people through Housing, Health and Recovery. This was an unprecedented number and represented a 47% increase in a twelve month period. Since 2010, the number of clients supported by Novas has grown by 270%.

Despite the extension of existing services, the opening of new services and the significant increase in the number of people supported, demand continued to exceed capacity, as the deepening housing shortage forced more and more people into homelessness.

NUMBER OF CLIENTS



The age and gender of clients reveals the significant profile change in homeless people in recent years. Women comprised 42% of all Novas clients in 2016, while 58% were men. This represents a 7% increase in female presentations compared to 2015, due largely to the significant rise in family homelessness, often headed by single mothers.

The age profile of Novas clients continues to drop. The proportion of 18 to 21 year olds presenting to Novas services doubled from 2015 to 2016. In the former year, this age group comprised 4% of clients, while in the last year it was 8%. Furthermore, the

number of 22 to 25 year olds also increased during the same period, so that adults under the age of 25 made up 28% of all clients who presented to Novas during 2016.

This increase is due to a variety of reasons including the reduced social welfare payments to adults under the age of 25, which makes it impossible for them to secure and maintain accommodation in the private rented market.

In total, 45% of people accessing Novas services during 2016 were under 30 years of age and 76% were under 40 years.¹

The reasons people accessed Novas homeless and support services reflects the deepening housing shortages throughout 2016.

Some 31% of all clients presenting to Novas homeless services did so because they had been served with eviction notices from private rented accommodation. These eviction notices were largely a result of landlords selling the property, making significant renovations to the property or a relative moving into the home. Rent arrears was also an issue, as families were unable to keep abreast with increases in the market.

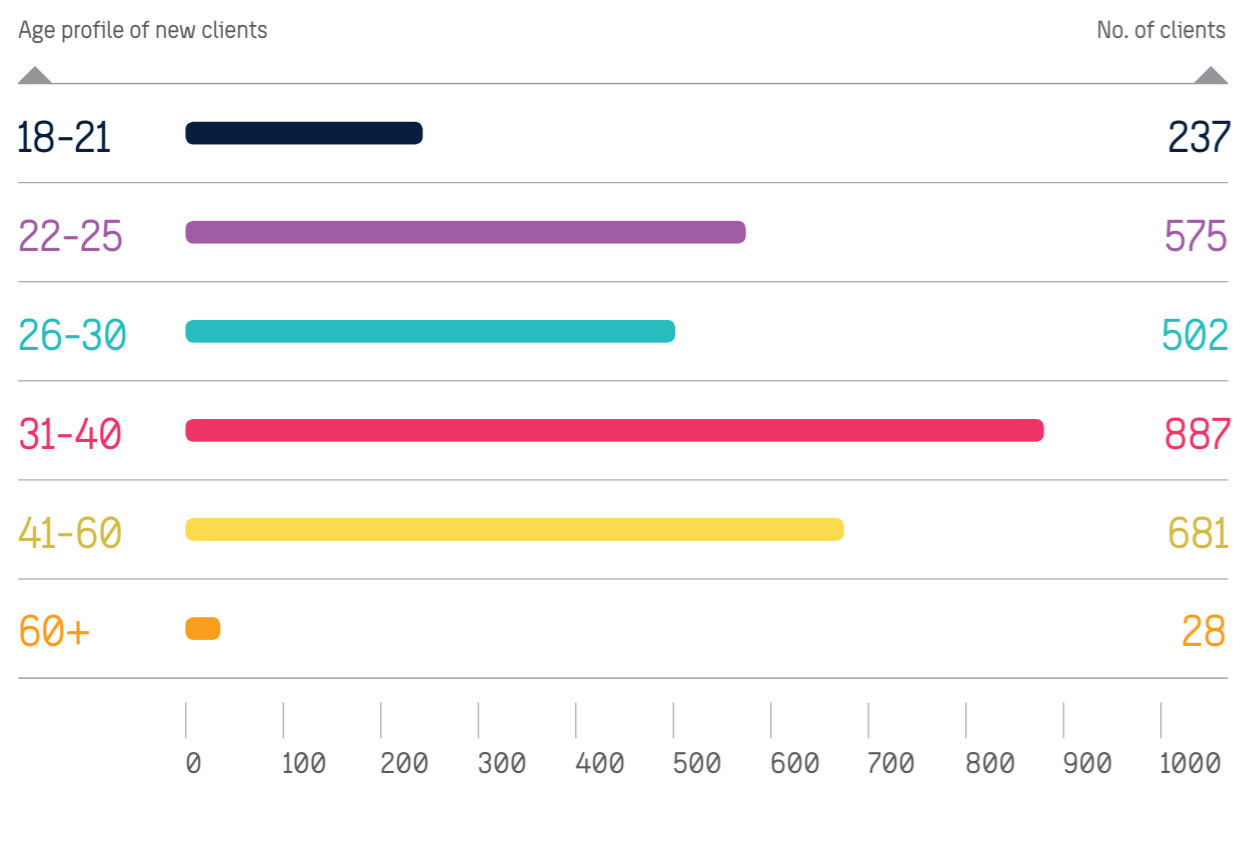
A further 34% of clients presented due to family breakdown or being asked to leave the family home. This is frequently due to overcrowding, as

multiple generations of one family live together, usually after some members have been forced to exit the private rented market. This can be a tenuous arrangement that is prone to breaking down suddenly, forcing some people to present as homeless.

A further 7% of people accessing a Novas service during 2016 was a result of sub-standard accommodation and 6% sought support due to risk of homelessness.

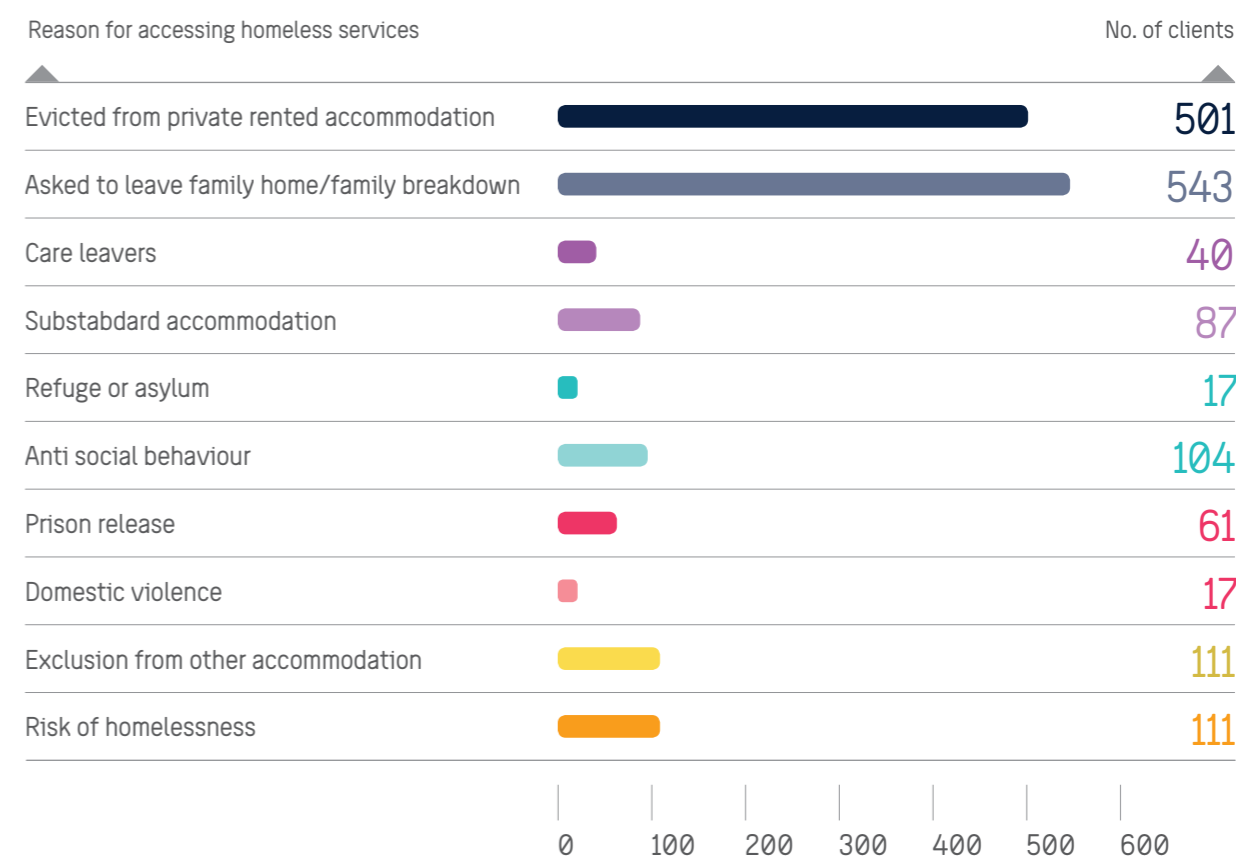
Up to 80% of all clients presenting to our homeless services throughout the year was due to their inability to access housing and the acute shortage in the market.

AGE PROFILE OF NOVAS CLIENTS



1. These figures do not include children under 18 years of age, who present as part of a family unit.

REASON FOR ACCESSING NOVAS SERVICES



The presenting needs of clients throughout the year were multi-faceted and complex, and required a holistic care package underpinned by Housing, Health and Recovery. Such issues related to tenancy sustainment, life skills, substance abuse, alcohol and mental health.

During 2016 there was almost 100% rise in the number of families presenting to Novas' Intensive Family Support Service (IFS). The numbers rose from 99 to 196 during the twelve month period.

470 children were supported by the Intensive Family Support Service in Limerick in 2016 and more than 700 children were provided with Christmas gifts through our Annual Toy Appeal.

470 children were supported by the Intensive Family Support Service in Limerick in 2016 and more than 700 children were provided with Christmas gifts through our Annual Toy Appeal.

In response to the increased number of families seeking support from the IFS, Novas increased its housing stock in Limerick by four. It restructured the service to eliminate the waiting list (where situations often deteriorated for families and prevention quickly turned to crisis), so that it could support families as they presented.

The number of families supported by our West Cork Tenancy Sustainment service increased by 130% in 2016 when compared to the previous year. 42 families with 87

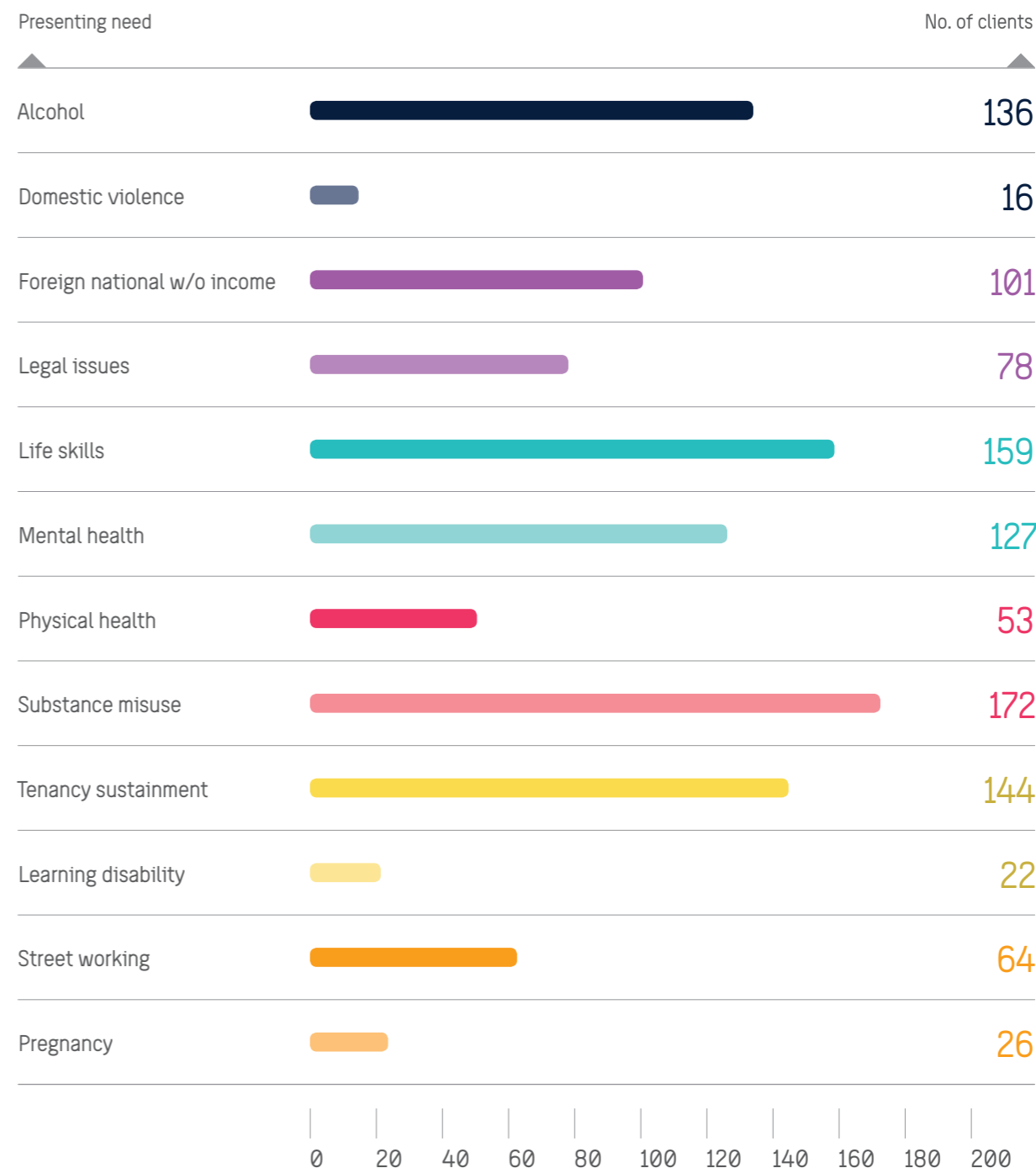
children were supported throughout the twelve month period.

More than 1,300 presentations were made to our Out-of-Hours Service, which supports people who find themselves unexpectedly homeless. It is the only Out-of-Hours service in the Mid-West, making it exceptionally busy and meaning that people from Limerick city and county, Co. Clare and North Tipperary present to this service.

Referrals to McGarry House, the largest supported temporary accommodation service in the Mid-West, increased by 400% throughout 2016. In response to the significant rise in single adults seeking emergency accommodation, Novas, in collaboration with the Limerick Homeless Action Team, opened a new Temporary Emergency Provision in the city. On the 19th of December 2016, a new winter initiative provided accommodation for an additional 20 individuals. This enabled Novas to meet the voracious demand for services in McGarry House as well as provide a response to those presenting to our Out-of-Hours service. In the ten days to the end of 2016, some 138 presentations, comprising of 32 individuals were accommodated in the new service.

There were 7,000 presentations to our Street Outreach Service which distributed more than 11,000 meals throughout 2016 and offered warm clothing, advice and a link to mainstream services in the city.

PRESENTING NEEDS OF CLIENTS

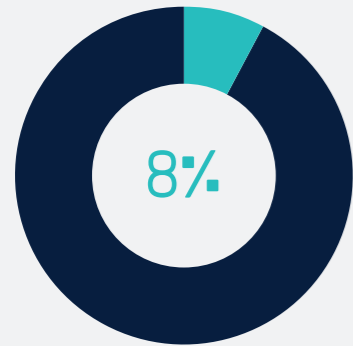
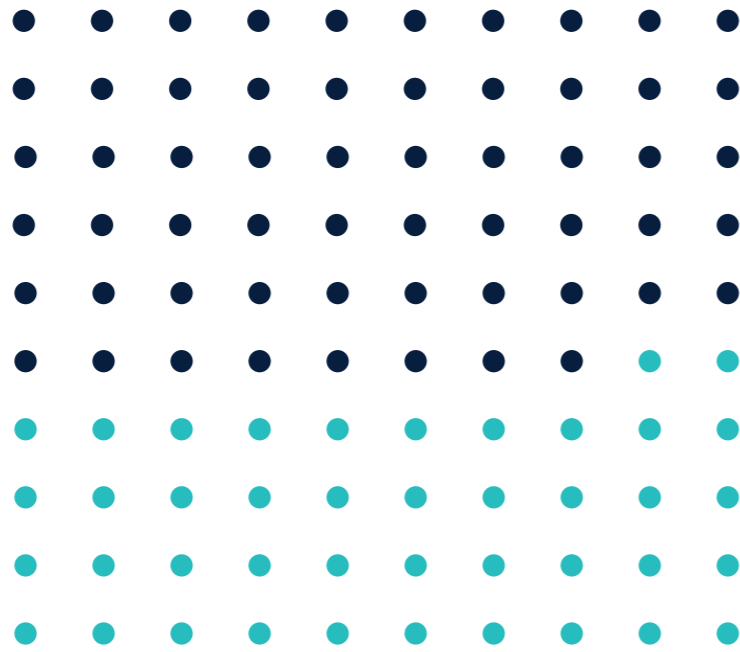




3,552

people

3,552 people were supported by Novas in 2016. An increase of 47% in one year and 270% since 2010.



8% of all adults seeking a service were under 21 years of age.



42% of adults presenting to services were women and 58% were men.

+700

children

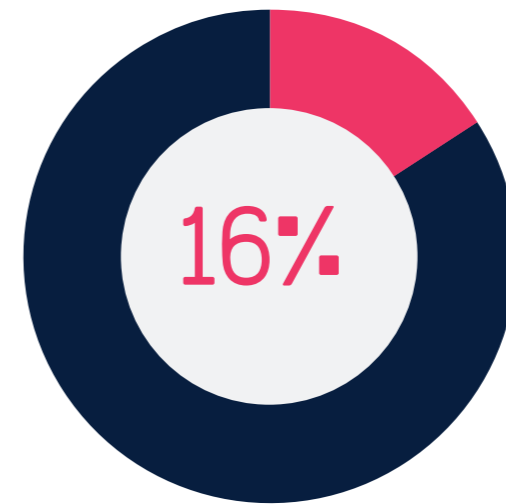
More than 700 children were supported through our Annual Toy Appeal.

Out-of-Hours

1,300

presentations

There were more than 1,300 presentations to our Out-of-Hours Service by people who were seeking emergency accommodation and support.



557 children were supported by Novas during 2016. This is 16% of all clients.

Street Outreach

7,000

presentations

11,000

meals

There were 7,000 presentations to our Street outreach. 11,000 meals were distributed by our amazing volunteers.

“

In the ten days to the end of 2016 there were 138 presentations to our new Winter Bed Initiative.

400%



400% increase in the number of referrals to McGarry House.

“

Our team of 90 volunteers supported a range of programmes such as Befriending, The Street Outreach and FoodCloud Collection.





“Without Novas I wouldn't have my forever home. We couldn't be happier. They continue to support me with budgeting and planning, going back to education and getting a job. They didn't just give up because I was housed.”

MILESTONES THROUGHOUT THE YEAR

Milestones throughout the Year

- INTENSIVE FAMILY SUPPORT SERVICE
- WEST CORK TENANCY SUSTAINMENT
- TEMPORARY EMERGENCY PROVISION
- HOUSING FIRST
- MID-WEST COMMUNITY DETOX
- THE ABIGAIL WOMEN'S CENTRE

INTENSIVE FAMILY SUPPORT SERVICE (IFS)

During 2016 an unprecedented number of families accessed Novas' Intensive Family Support Service. The unrelenting housing shortage combined with unfettered rent increases forced more and more families to present as homeless. For others, who had spent lengthy periods of time as 'hidden homeless' - sharing in overcrowded conditions, sofa surfing and relying on the goodwill of family and friends - the tenuous arrangement broke down. Substandard accommodation forced others into homelessness. During this year, there was a 55% rise in the number of children becoming homeless with their families.

During this year, there was a 55% rise in the number of children becoming homeless with their families.

Unparalleled demand required dynamic and immediate solutions. And thus the IFS service was restructured to eliminate waiting lists (where issues often escalated from prevention to crisis) and support families as they presented. Three points of entry were created to meet the needs of those presenting: Crisis, Intervention and Tenancy Sustainment. The new structure has worked immensely well and has enabled us to provide a degree of support to all families as they need it.

Throughout 2016 the IFS worked with a number of families living in B&B



accommodation scattered throughout the city. This is a particularly difficult arrangement for family well-being and imposes significant barriers to daily family life, such as school attendance and the preparation of healthy meals. In an effort to support families in the immediate term, Novas developed a range of services with partner agencies, including the extension of our Street Outreach meal service to drop warm dinners to homeless families living in hotels, the arrangement of meals to be provided in local community centres, the development of homework clubs and the distribution of laundry vouchers.

During the same period, our Housing Department procured an additional four long-term family homes for those most in need and by the end of 2017 a further 23 homes will be brought on stream for our families.

The IFS has provided a multi-faceted, broad-ranging and innovative response to the housing and homeless crisis as the number of homeless families in Limerick continues to rise.

MY HOMELESS STORY

I first received the phone call on the 10th of May that my landlady was selling the house; it was two days before my daughter Ellie's communion. I was devastated as I had been looking for a council house since the previous October, as the house we were living in wasn't suitable, due to damp and disrepair. All the same, this news was really bad, with four small kids aged 8 to 19 months and another little one on the way.

Rent was extremely high too, which led to myself and my little family becoming homeless. I didn't have any family support - just one good friend. I contacted the Homeless Action Team for help. No hotel could facilitate me as my family was too big for a single hotel room, so my good friend took my eldest girl, while myself and 3 kids got a hotel for 4 nights. We moved a lot after that. I remember sitting crying, wondering where to go from here.

It was then I contacted Novas who arranged for myself and my kids to have our dinner at the Weston Community Centre, which was a great help. So every day I'd collect the kids from school, go there for our dinner and then send my eldest girl to my friend's house before going to the hotel. She cried every day because of this. It broke my heart. I was then assigned a key worker from Novas. Denise was a godsend. She went above and beyond for my family. I grew a great relationship with her and felt I could trust her to help me with this horrible nightmare. My kids loved her too. Novas became my family.

I found it so hard to get a hotel during the summer so Denise helped me secure student accommodation. This was great - I could cook, clean, shower and wash our clothes. We lived there for five weeks and settled a bit.

During this time I was constantly looking for housing and Denise was fighting my corner every day. On 10th August, she asked me to come and meet Novas' Housing Officer. I cried tears of joy.

When I arrived at the office, I was very nervous but was met with the warmest welcome by the team. That relaxed me straight away. Sabrina, the Housing Officer, is a lovely person and put me at ease straight away. When she told me I would be put forward for a house, my heart nearly jumped out of my skin.

Six days later I was back living in a hotel. I was rushed to hospital, in labour ten weeks early. In the labour ward, I got a call from Sabrina to say I had gotten a house. I was over the moon. My world changed for the best. My kids were so happy.

Novas helped through the whole process of my premature baby. They are a great organisation and only for their help I wouldn't have my 'forever' home. We're now in our home a month. We couldn't be happier. It's brilliant to know people care and help. I will always appreciate what they did for me. They continue to support me with budgeting and planning, going back to education and getting a job. They didn't just give up because I was housed.

A big thank you to Novas. I wouldn't have my beautiful home without you.

For all those homeless people working with Novas, have faith and trust in them. They will do their best.

Kate O'Loughlin

WEST CORK TENANCY SUSTAINMENT

During 2016 there was a significant rise in **rural homelessness** in the West Cork region, an increase of **78%** compared with 2015 and **121%** since 2014. Such demand is reflective of the escalation of the homeless and housing crisis nationally. Due to Novas being the only homeless charity in the region, demand exceeded capacity of this lone working initiative throughout the year. As a consequence, more than **32%** of people who sought a service were unable to access support.

Families were the single biggest category for the first time since the service began in 2010. The number of families supported through tenancy sustainment increased by **130%**.

Families were the single biggest category for the first time since the service began in 2010. The proportion of families supported through tenancy sustainment increased by **130%** from the previous twelve month period – 42 families with 87 children were homeless or at risk of homelessness.

During 2016 the Novas West Cork service received **122** referrals. This was an increase of **45%** from the previous twelve month period and **double** the amount of referrals since 2014. Issues relating to mental health were the single biggest presenting need, followed

by life skills, legal issues and tenancy sustainment. Seasonal work, such as tourism and agriculture, as well as the specific impact tourism has on the local housing market (high volume of holiday homes and extremely high rents during holiday periods), further compounded difficulties for vulnerable households facing homelessness. The age profile of clients presenting to the service was significantly older than in our urban centre. The single biggest age category was 40 to 61 years.

The West Cork Tenancy Sustainment service works with clients to enhance their physical and mental wellbeing as well as securing and maintaining accommodation. It links clients to appropriate health, community and voluntary services in the region and supports the development of enhanced budgeting and life skills. Housing, Health and Recovery embodies the spirit of support provided through this service.



CATHERINE'S STORY

I am a single mother to two children with cerebral palsy. We were very close to becoming homeless, until I came in contact with Novas' West Cork Tenancy Sustainment Service.

I moved to live with my aunt in West Cork from the UK in 2012 to escape domestic violence. When my aunt was forced to sell her house due to a family illness, I moved into a private rented house in West Cork. After a while, it became apparent that there was a serious damp problem in the house. On Christmas morning we woke up to a waterfall running down the wall of the sitting room. The situation didn't improve even though the landlord made some attempt at repairs. There was black mould and mushrooms growing on the interior walls and my children's clothes were wet from the damp in their wardrobes.

Although we were allocated a council house by the local housing authority, the property wasn't ready to move into and was going to take at least another six months. As I couldn't find alternative accommodation, I had to extend my tenancy. We

stayed there for as long as we could but it came to a point when I couldn't let my children live in those conditions any longer. It was affecting our health very badly.

At that point, Children and Family Services got involved. I didn't know what to do. I was faced with a Child Protection Order and with being homeless, I would have lost my kids. Eventually, I was pointed in the direction of Novas.

I sat there crying my eyes out to Patrick, who manages the service, and a huge weight lifted off my shoulders. He offered to help me and my children. He was able to source private rented accommodation and prevented me and my children from becoming homeless. If it wasn't for Patrick and Novas, my children and I could have ended up sleeping in my car and they would have been taken off me. I want to thank him from the bottom of my heart.

–
Novas continue to support Catherine and she moved into her council house earlier this year.

TEMPORARY EMERGENCY PROVISION (TEP)

Novas was asked by Limerick City and County Council to open a Cold Weather Initiative in late 2016. The number of persons being reported as rough sleeping combined with the long waiting list to access temporary accommodation in the city meant that additional emergency placements had to be created to meet demand. The tragic death of two rough sleepers in the early winter last year, shone a cold light on the urgency for additional accommodation.

In partnership with the local authority and the Homeless Action Team in the city, the search for an appropriate building commenced. Following discussions with the HSE and Tusla, a suitable building on Edward Street was identified and on the 19th of December Novas opened the doors of the shelter-style accommodation to meet the needs of 20 homeless men and women.

The Temporary Emergency Provision has provided night by night accommodation to over 268 people up to the end of September 2017.

The Temporary Emergency Provision ("TEP", as it's now referred) has provided night by night accommodation to over 268 people up to the end of September 2017.

The service is staffed by experienced project workers who provide shelter, food, support and safety from the hours of 9pm to 9am to some of the most marginalised individuals in Limerick city. The service is also supported by

a very dedicated team of volunteers who come along each night and support the staff with food preparation for all those who have been on the street all day. They also play card games and chat with those that want some company and light relief, whilst staff deal with the health needs of clients and prepare the rooms for the clients that have presented on that evening (i.e. couples that want to stay together, the ratio of men to women and how that translates re: bed space, etc.).

Many of the rooms in the TEP are available on a shared basis and Novas recognise that this is less than ideal. Novas has had a lengthy commitment to our service users that accommodation provided by Novas will be single occupancy (except in the case of couples). We have achieved this in all of our services (except for Arlington Lodge in Tralee, which has three double rooms, with two persons sharing). Despite this commitment however, we recognise that the current crisis demands that services like the TEP have to exist, as an emergency solution to those most vulnerable.

However, we continue to be committed to long term solutions to homelessness and clients of the TEP liaise closely with our Housing First team to find sustainable pathways from homelessness. This service works tirelessly with local landlords, the local authority and approved housing bodies to access units of housing for those that need it the most.

Evidently, only the increased availability of housing will slow the numbers presenting to the TEP and Novas welcomes the day that the need for the TEP is eradicated. Until then, we will continue to play its part in providing high quality, well managed and supervised, trauma informed emergency accommodation to safeguard the most vulnerable in our society.

MANDY'S VOLUNTEERING STORY

I began my journey with Novas back in early 2015 when Chris came to the University of Limerick to talk to students about completing their Cooperative Education with Novas. I knew that this was the type of organisation I wanted to be a part of. After having a chat with Chris about how I could get involved, he sent me in the direction of volunteering. From May 2015, I began volunteering with the Street Outreach programme. As it is only for an hour, it really wasn't much to ask and I really enjoyed my time volunteering with the service. I enjoyed meeting new people each night, both volunteers and people availing of the programme, and being able to have a chat with them was always a pleasure. It began to expand my understanding of not only the organisation and services provided, but other people's reality and circumstances.

In January 2016, as part of my college course, I was given the opportunity to complete my six months cooperative education with the Mid-West Community Detox within Novas. Those six months were invaluable, not only to my education but to my understanding of issues surrounding and factors contributing to addiction. Again, I met some incredible people in those six months and the staff were really helpful, informative and knowledgeable. I got an insight into other Novas services and other services within different organisations that are all part of a bigger community. The six months I spent there really made it clear to me that this was an area I was drawn to and wanted more to do with.



Last winter when the TEP (formally the Winter Beds Initiative) was set up, I was delighted to be considered to volunteer there. I was not expecting such a huge demand for the service. I had always known homelessness was a prevalent issue but I had not realised to what extent. The TEP consists of two hours a night where volunteers are helping staff to get the place ready before the service users arrive and spending time with clients when they do arrive. This includes handing out and offering food to the service users, chatting to them, and, when needed, changing bed sheets and setting up rooms for new service users.

Unfortunately due to work and completing my fourth year of college I don't get to volunteer as often as I would like to at the moment, but I try to ensure I volunteer at least once every ten days to two weeks. The TEP has been such a great experience and I have benefited greatly from it. Although I was always a very open, accepting person I feel like that this has only increased. I'm also a lot more aware of other people's situations, which has made me appreciate all the opportunities I have been given to date. All my experience with Novas so far have been and will continue to be invaluable.



TEP

The Winter Beds Initiative, as it was then called, opened in a mad pre-Christmas rush of activity last year on the 19th December 2016 at 9pm. We had only that day got the keys to the building but, with a couple of locums, some friends, a volunteer or two, the odd high profile visitor and numerous delivery men and trades people, we slowly, hectically, got things together.

None of us really knew what to expect. We knew that such a service was needed, but the full extent of the need was not known. The service, operated in conjunction with the Limerick Homeless Action Team, was to open until the end of March. It was hoped that by then everyone would be housed and settled and the WBI could close.

That didn't happen and the WBI eventually became the Temporary Emergency Provision. Over the 13 nights that the service was open in December 2016 the WBI provided accommodation to 32 people, 24 men and 8 women. Up to the beginning of October 2017 the TEP has accommodated a total of 267 individuals, 68 of them for one night only and three people for 260 nights.

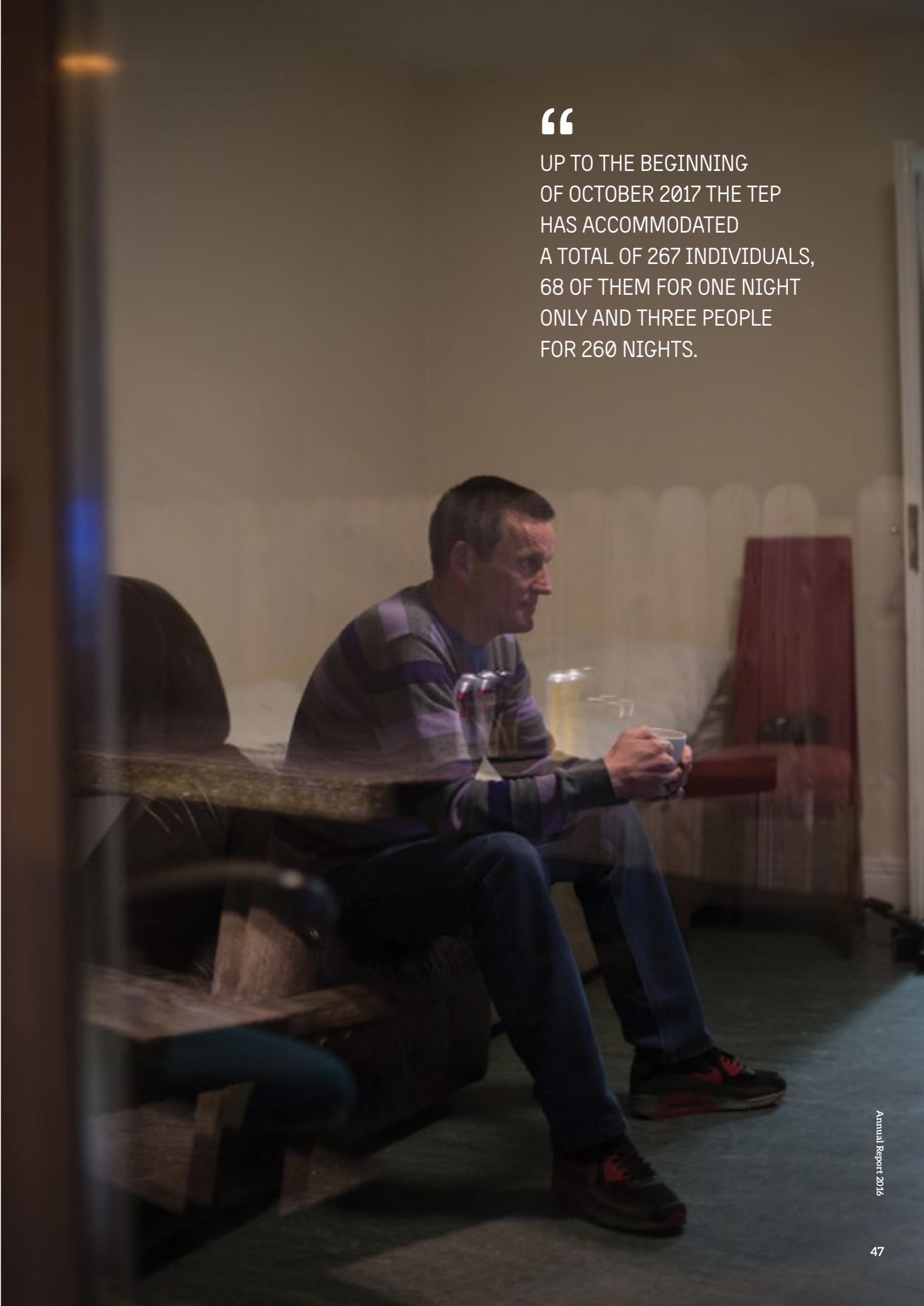
That accounts for well over 5,000 bed nights, a statistic that is important as it helps highlight the fact that each person who stays at the TEP has to book their bed night-by-night, or risk losing it, and then spend 12 hours of the day killing time, much of it on the streets, until it reopens. The effect this has on people's mental and physical health and well-being is enormous. That's why the 'Nine to Nine', as the TEP is called by clients, has such a ring to it.

The TEP is now set to run until the end of March 2018. Our experienced and highly motivated staff team are continuing to do an amazing job along with the help of our team of volunteers. We now know what to expect for the coming winter and can only hope that more funding and more beds will be made available in the city.

Finally, all of us at the TEP would like to thank the staff at LHAT, IFS and McGarry House, Martin McGrath of the HSE, the kitchen team at McGarry House and Novas' management for all their support. We would especially like to thank all of our volunteers.

“

UP TO THE BEGINNING OF OCTOBER 2017 THE TEP HAS ACCOMMODATED A TOTAL OF 267 INDIVIDUALS, 68 OF THEM FOR ONE NIGHT ONLY AND THREE PEOPLE FOR 260 NIGHTS.





HOUSING FIRST

Novas' new Housing First programme, in collaboration with the Limerick Homeless Action Team, was initiated in the closing weeks of 2015. Throughout last year it supported 13 homeless clients to secure and maintain independent accommodation. Some nine clients were successful in accessing accommodation, while the remainder continue to be supported in securing their own home.

While Novas was an early adopter of Housing First in Ireland, this new service was the first to receive government funding, which enabled us to provide ongoing, wraparound support to some of the most marginalised people in Limerick. Intensive support is provided to tenants, which has afforded independence, self-sufficiency, community engagement and security of tenure.

The Housing First programme embodies the values of Housing, Health and Recovery, assisting entrenched homeless people to secure and maintain their own accommodation, while providing bespoke, holistic supports around Health and Recovery in the client's own home.

In June 2016 Novas officially launched its Housing First service, attended by Deputy Jan O'Sullivan, TD, who during her period as Minister for State with responsibility for Housing, endorsed Housing First as a means of ending long-term homelessness.

Novas' Housing First programme offers a range of facilities to ensure successful outcomes for both the tenant and the landlord including a dedicated staff team, optional rent collection via our National Housing Officer, a 24/7 on-call system for landlords and tenants and an internal maintenance team to complete any unplanned and exceptional repairs.



We are committed to finding new and innovative ways of supporting long-term homeless people and a Housing First model tailored to the local environment is one such means of doing this.

An unrelenting barrier to the development of the service is the absolute dearth of properties in the private rented market, particularly one-bed units. And while Novas continues to procure accommodation for its Housing First clients and works with other approved housing bodies, the local authority and local landlords in the city, the shortage of accommodation is an immense challenge.

We are committed to finding new and innovative ways of supporting long-term homeless people and a Housing First model tailored to the local environment is one such means of doing this. Such has been the success in Limerick; we have since inaugurated a new Housing First model in Kerry and Tipperary as a means to supporting homeless people in these local communities.



LIVING INDEPENDENTLY THROUGH HOUSING FIRST

Mark, a Housing First client, has kindly shared his story of being homeless and the positive impact of Novas' Housing First programme on his life:

"For a long time I had no place to call home. I slept rough in graveyards around Limerick and went from one hostel to another. It was awful...not just for the obvious reasons of being cold and hungry but I didn't feel good about myself and my health deteriorated.

When I joined Novas' Housing First programme I didn't know what to expect, I certainly did not expect what I have today. My keyworkers talked me through the process and helped me gain an apartment of my own. They supported me in living independently again and they still provide that support now when I need it.

Since then my life has been completely different. I have a place to call home, a place where I feel comfortable, a place where I feel safe and where my children and family can come and visit me. It has not only helped me with confidence and gaining my independence back but my self-esteem. I am proud of myself and I know my family are proud of me too.

Having a place of my own where I can hang up my photographs and cook my own meals and be myself feels really good. I feel like I am part of the community again. I am now doing things for myself that I could not have before and that is a good feeling..."

MID-WEST COMMUNITY DETOX

The Mid-West Community Detox Programme is part of a nationwide initiative supported by the HSE and the Irish College of General Practitioners, developed to assist people wishing to access safer outpatient detoxification from benzodiazepines and/or methadone. It is based in Novas' Headquarters in McGarry House, and serves Limerick City and County, North Tipperary and County Clare.

During this year some 18 clients completed support and aftercare plans, detoxing entirely within their community. Others reduced their use through the community detox service, until they were in a position to access residential and secondary treatment.

Funded by the Mid-West Regional Drugs and Alcohol Forum, the programme was established in June 2012, and has since received the highest number of referrals in the country. It is run in conjunction with clients' GPs, a support worker and community-based partner agencies. Novas staff provide emotional and practical support, and concerns regarding relapse and overdose are addressed through an individual care plan tailored to each client's needs.

During 2016, some 99 new clients accessed the service, an increase of 35% from the previous year. The single biggest age category was 31 to 40 years and 58% of clients were male and 42% were female.

The process of community detox is unhurried, supporting people to slowly, safely and sustainably detox from methadone and benzodiazepines. During this year some 18 clients completed support and aftercare plans, detoxing entirely within their community. Others reduced their use through the community detox service, until they were in a position to access residential and secondary treatment.

In September 2016, the Minister of State with responsibility for Communities and National Drugs Strategy, Catherine Byrne, launched the Community Detox Evaluation. The independent evaluation, which was completed by Dr. Ronnie Greenwood, Dept. of Psychology, UL, found the service to be the 'gold standard' for delivering community detox nationally, with immense benefits for clients throughout the Mid-West region.

The Community Detox currently comprises of a part-time manager and two part-time staff covering the entire Mid-West region. A key recommendation of the evaluation is to increase resources and staffing levels so Novas can broaden its target population to include individuals seeking to detox from substances other than benzodiazepines and methadone.

We continue to pursue the report recommendations, seeking to increase staffing levels in an effort to extend the terms of reference of the service.





During 2016, some 99 new clients accessed the service, an increase of 35% from the previous year. The single biggest age category was 31 to 40 years and 58% of clients were male and 42% were female.



PATRICIA: MY STORY

I was a typical teenager and enjoyed school. I lived in a very strict household. I was in school doing my leaving cert, living at home and had applied to study childcare in college. My story is different from many - I didn't have the usual history of addiction, I didn't even really like drink. I literally went from smoking fags to heroin.

I was 17, very popular and pretty, but attracted to wildness. This caused a lot of trouble at home, because I wasn't abiding by my curfew. So much so that it all came to a head one night and I left home. I went to meet my friends thinking I was the big adult. That night, feeling sorry for myself, I smoked heroin. I didn't know what it was, I thought it was cannabis. I had smoked it five or six times before I realised it was heroin. That week I rang home and told my mum, I was disgusted with myself. My parents took me back.

I finished school, did my leaving cert and got my college place. In college I went from one bad relationship to another. Then heroin became my escape. I only finished one year of college because heroin caught up with me quickly and I got into a relationship with another heroin addict. From then, life spiralled out of control, I lost genuine friends because I only wanted to be around heroin users.

About three years later I started the methadone programme and while attending there I discovered I was pregnant. I was distraught and very aware I was in active addiction and pregnant. This gave me the motivation to get clean and reduce my methadone. I gave birth to a beautiful little girl, I am blessed she didn't experience any sickness or withdrawal.

After a while I started to hang around with old friends and slipped back into addiction. I tried

to go to treatment but couldn't find anything suitable. Once more my recovery was short lived. I began to hang around with a drug dealer. Shortly afterwards, I was asked to carry a bag of drugs. For this I was arrested and sentenced to 10 years in jail. I served four. My parents were rearing my daughter. I spent time in Limerick Prison and was then transferred to the Dochas centre in Mountjoy where I met a brilliant probation officer. She organised for the last 20 weeks of my sentence to be done in treatment centres. I was clean and in recovery and wanted a different life. In prison was the first time I saw people with needle tracks, girls coming in and out of there because they had nowhere else to sleep.

After returning from prison and treatment I managed to stay clean for more than two years. I got an apartment for my daughter and I. This apartment was Novas' Family Support facility and I was supported by Novas' Community Detox throughout. The last year of my recovery I got into another abusive relationship. My mother had to take my daughter, my circumstances had changed dramatically so I began to use and ended up in emergency hostel accommodation. This followed with me becoming entrenched in addiction. During this time, I lost a baby at five months. After the burial I had to come back to a homeless hostel and live there. I was devastated.

Shortly after this, I discovered I was pregnant again. My son was born 14/7/2015. My keyworker from McGarry house stayed with me through labour and got to cut the babies cord. He is beautiful and again like my daughter, I am so blessed to have him and he didn't suffer any withdrawal. He was a week in hospital and I spent all my time with him. On the fifth day the foster care family came to take him away. I wasn't introduced to the family. This was one of the saddest days of my life. I am lucky to be able to say I now have a great relationship with this family and they really love my son.

I knew I had to go to treatment, but the treatment centres wouldn't take me until I was clean. This was so hard. This was the second time I returned

to the hostel after having a baby in the space of a year. The loss was huge, this time my baby was healthy and well and I couldn't bring him home. I was homeless and had nowhere to take him. I went to live in a tent, entrenched in addiction.

After a while of sleeping in tents, I was off my methadone and cutting down on my drug use. I had huge support from the Novas' Dual Diagnosis Worker and the Community Detox Team throughout this period. Jenny found me a treatment place in Cork. After months of living in the tent, I went to treatment. I stayed there

“

MY AFTERCARE AND RECOVERY ARE ONGOING. I'M STILL WORKING ON MY RECOVERY AND REBUILDING MY RELATIONSHIP WITH MY CHILDREN. THIS WORK IS ONGOING... I AM TRYING TO LEARN HOW TO LIVE. SOME DAYS THE SIMPLE THINGS ARE HARD.

for 20 weeks and continued to be supported throughout by Novas' drugs workers. When I got out, this support continued and I also started working with the Family Support Team, seeking to be reunited with my children.

My aftercare and recovery are ongoing. I'm still working on my recovery and rebuilding my relationship with my children. This work is ongoing... I am trying to learn how to live. Some days the simple things are hard.



CLIENT WELL-BEING

While the provision of housing underpins all exit strategies from homelessness, in so doing we try to enhance the well-being of our clients to create sustainable pathways to independent living.

Being homeless is much more than losing the roof over your head and in order to address the issue in a sustainable way and prevent repeat and revolving-door homelessness, we endeavour to support clients through Housing, Health and Recovery.

Throughout 2016 we initiated a number of new programmes that supported recovery, social engagement, enhanced life-skills and improved education and employability among our clients. Here we share some of these.



SOMETHING TO DO ON A THURSDAY

The *Something To Do On A Thursday* choir was established in Limerick during 2016. It comprised of staff and clients of all the local homeless services, The Learning Hub and Music Generation. Every Thursday (of course!) the choir met for practice, and was an important creative outlet for Novas clients.

Their debut performance took place at the *Come Cook With Me* dinner party in McGarry House where they performed *Iko Iko*, *Toto's Africa* and *The Beatles' In My Life*. McGarry House client, Rachel Casey, also sang a solo piece, Sarah McLachlin's *In The Arms of An Angel*.

The choir also performed for Minister Simon Coveney at the launch of Novas' 2015 Annual Report as well as singing at a range of fundraising events throughout the city in the run up to Christmas.



COME COOK WITH ME

Throughout 2016, Novas developed a comprehensive kitchen programme with residents living in our large accommodation services.

Over six weeks, clients were taught to prepare and cook inexpensive meals, through our inaugural *Come Cook With Me* programme. This was an effort to develop residents life-skills and prepare them for living independently. The course culminated in the participants preparing a beautiful meal for staff and other residents of the service, catering for more than 50 people.

The programme not only enhanced the participants life-skills, but also boosted their confidence, communication skills and their ability to interact socially.

HEALTH AND WELLNESS IN THE ABIGAIL CENTRE

The Abigail Women's Centre in Dublin is the only dedicated female homeless service in the capital. Opened in December 2014, it is nearly three years in existence, and is home to 30 homeless women with enduring mental health needs.

The centre has forged significant links with local agencies, who provide services on site for both the female residents *in situ* and the wider local community. These services include: Pavee Point, The Finglas Traveller's Development Group, The Men's Shed, CDETb and The Probation Service. They provide vital outlets for people in the community. It is our ambition to nurture and enhance this inter-agency collaboration and ensure more and more people have an opportunity to avail of the extensive Abigail site. We recently opened a community wing on the site with a kitchenette and meeting room for local groups to avail of.

During 2016 The Abigail Centre was extremely fortunate to open a gym and pampering room on-site, following generous donations of equipment. Both facilities provide a positive outlet for the residents, who can work out, relax and develop new skills. The pampering room has a professional hairdressing wash basin, salon chair and mirror, a nail bar, foot spas, a massage table and a very relaxing atmosphere! Our residents are often found here giving each other makeovers, styling hair and chatting.

The Abigail residents are extremely fortunate to have CDETb classes available on site. We encourage all residents to engage in something of interest to them and have found that the Computer Hub, Cognitive Behaviour Therapy, Arts and Crafts and Literacy classes are very popular among the women. Residents of the centre also participated in the on-site cooking programme, as part of their preparations for independent living.



ANNE CRONIN STORY

I'm originally from a tiny village in Co. Kerry and even though I only lived there for 18 years, these 18 years appear to have shaped who I am and what I am! John B Keane believed '*being a Kerry man (I presume he would extend this to Kerry women also) is the greatest gift that God can bestow on any man. When you belong to Kerry, you know you have a head start on the other fellow...it is almost unbearable being a Kerry man and it is an awesome responsibility*'. When I left Kerry at 18 and headed to Limerick I didn't exactly feel the same about Kerry as Keane did, but the older I get, I do look at it with more and more fondness and appreciation.

However Limerick is my home and where my family and I live quite happily. I came here to go to UL in the early 90's, which was daunting at first (very closeted 18 year old) but ultimately a great experience. I studied European Studies and French, lived in Paris, came back, lived in Dublin before arriving back in Limerick in 1999. I did my MA in the Peace Institute in UL in 2003, focusing on Conflict Resolution and the month I graduated I was offered a job with a very new organisation called Novas. Like a lot of people who come to work for this organisation, I knew very little about Novas. However I was a fast learner and became a member of a very tight-knit team that worked with those most vulnerable and at risk in this city. Before we opened our first service in Bridgeland House, a couple of people died each year on the streets of Limerick - Novas endeavoured to change this and we did, very successfully. I still often think of the clients I worked with in Bridgeland House and their stories and life experiences. I think I was hooked very quickly and realised I could never work at anything

else really, other than in the non-profit sector with those most at risk of harm.

I moved from Bridgeland House to set up the Intensive Family Support Service in 2005. This was a great experience and one which certainly increased my abilities in terms of responding to the wider questions re homelessness but as well the inter-agency work with various other voluntary, community and statutory groups.

I became Southern Regional Manager in 2007 and today am Head of Services for Novas. My job has lots of variety and takes me from Limerick a lot of days to work in Kerry, Cork or Dublin. It's certainly very busy and challenging but never, ever dull! I enjoy working directly with service users when I can and this is key in remembering the values that Novas espouses and their meaning for those that access our services. I manage a fantastic, hard-working bunch of managers, without whom Novas would be lost. I am part of a very dynamic and experienced senior management team and we try our best to do as much as we can with depleting resources but great ideas!

In my free time, I volunteer in my children's school. I am a keen reader, I run sometimes and am very interested in local and national politics, especially areas that effect housing and education. I also like clothes and shoes and chairs - a lot.



Throughout 2016
Novas developed a
comprehensive kitchen
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accommodation services
to prepare people for
independent living.

GOVERNANCE & FINANCE

GOVERNANCE

Novas is committed to ensuring and maintaining the highest standards of corporate governance. It has signed up to the standards of best practice for charities including; the Voluntary Governance Code for Irish Charities (www.governancecode.ie) and the Department of Housing, Planning and Local Governments Code for Approved Housing Bodies.

Novas has developed policies and procedures to ensure good governance, which meets the requirements of the two regulators together, while ensuring

best practice as set out by the Director of Corporate Enforcement Office is applied in relation to Board conduct and decision making. Following the enactments of the Company Act 2014 Novas commenced a review of its governing documents.

Such is the significance of quality and health and safety to the organisation, we employ a full-time Health and Safety Advisor and in early 2017 we recruited a new Senior Manager with responsibility for Quality, Compliance and Safety.

FINANCIAL REPORT

As in previous years, there was no increase in statutory funding during 2016. It has been nine years since any increases were received, and comparative funding is 13% lower than it was at that time. We hope that we have reached the low point in terms of this funding, and that the economic recovery will lead to an increase.

In 2016, the total income generated by Arlington Novas Ireland Limited was €8.614M (an increase of 6.2% from 2015). Revenue based Grants received by our organisation for core homeless funding amounted to €5.513M. This represented 64% of our total income.

Non-core funding for 2016 was €1.798M. This relates primarily to funding from the Mid West Regional Drugs and Alcohol Forum, Disabilities, Mental Health, Outreach Services, additional services funded by

Limerick City and County Council and supporting specific individual clients on behalf of the state. The diversification into new services has supported some of our core programmes and have enabled us to remain financially viable.

Other income was €1.302M (an increase of 24.5%). This other income consists of contributions from our service users, deposit interest, donations, legacies and fundraising.

We remain extremely 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 2016 by source.

We have continued to manage expenditure very prudently with the support of our staff and suppliers. Client Care, Staff and Related Costs of €6.949M comprised almost 85% of overall expenditure. Other significant areas of expenditure were on the day to day running costs of the premises where our services are based.

Set out below is a breakdown of the expenditure for 2016.

In summary, there was a surplus of €418k. Any surpluses we attain are reinvested in our services.

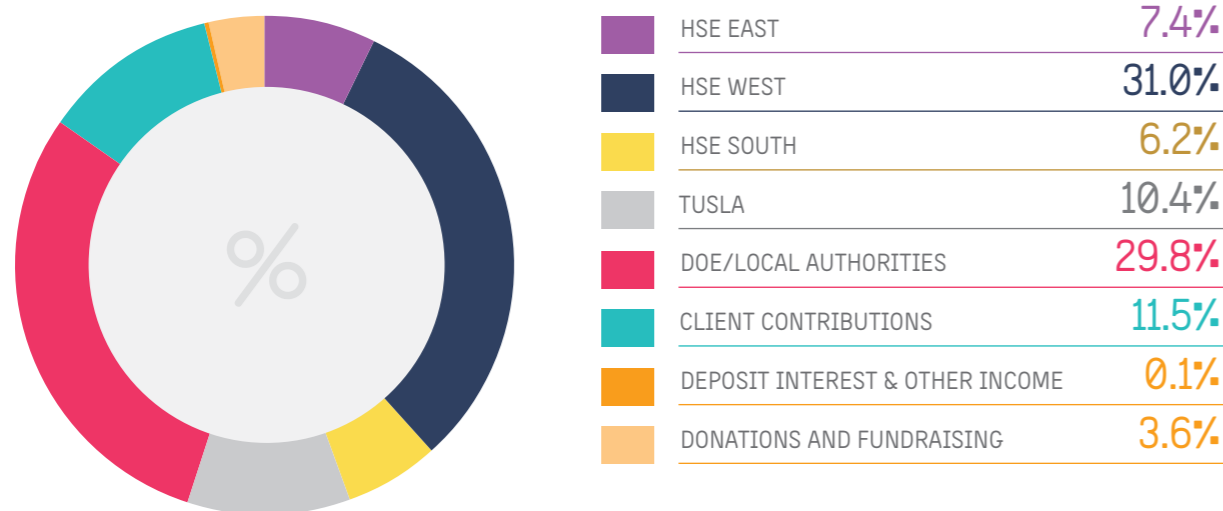
The remuneration of the CEO for the year was €73,588. The company also made contributions at the standard rate to the company pension scheme in respect of the CEO. No employee was paid more than this amount.

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.

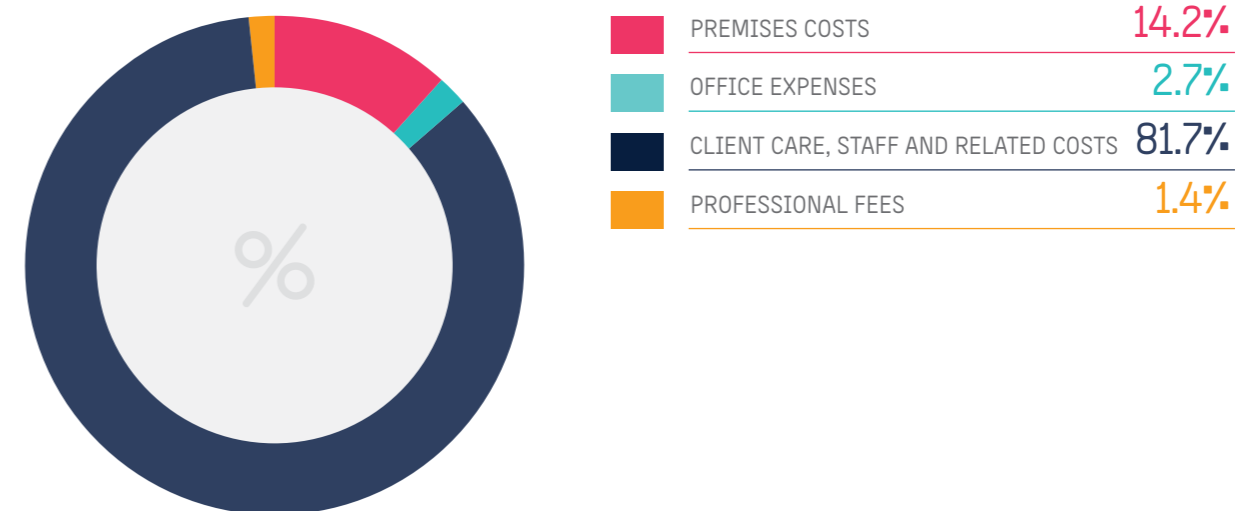
The Finance and Audit Committee met on four occasions during 2016.

In 2017, we intend to purchase and develop properties to provide long term housing to individuals and families, as indicated in our strategic plan.

BREAKDOWN OF INCOME 2016



BREAKDOWN OF EXPEDITURE 2016



Arlington Novas Ireland Company Limited by Guarantee

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER 2016

	2016	€	2015	€
TURNOVER	8,607,066		8,048,349	
ADMINISTRATIVE EXPENSES	(8,179,259)		(7,770,664)	
OPERATING SURPLUS	427,807		277,685	
INTEREST RECEIVABLE AND SIMILAR INCOME	6,780		62,604	
INTEREST PAYABLE AND SIMILAR CHARGES	(16,613)		(13,263)	
SURPLUS BEFORE TAX	417,974		327,026	
TAX ON SURPLUS	-		-	
SURPLUS FOR THE FINANCIAL YEAR	417,974		327,026	
TOTAL COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR	417,974		327,026	

All amounts relate to continuing operations

Signed on behalf of the board

Martina Murphy
DIRECTOR

27 July 2017

Greg Maxwell
CHAIRPERSON

27 July 2017

Arlington Novas Ireland CLG

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2016

	2016	€	2015	€
FIXED ASSETS				
TANGIBLE ASSETS	66,325		58,138	
TANGIBLE ASSETS - HOUSING PROPERTIES	24,247,051		24,260,474	
FINANCIAL ASSETS	500,000		1,856,216	
	24,813,376		26,174,828	
CURRENT ASSETS				
DEBTORS	348,147		302,816	
CASH AT BANK AND IN HAND	4,445,076		2,087,835	
	4,793,223		2,390,651	
CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR	(804,756)		(734,575)	
NET CURRENT ASSETS	3,988,467		1,656,076	
TOTAL ASSETS LESS CURRENT LIABILITIES	28,801,843		27,830,904	
CREDITORS : AMOUNTS FALLING DUE AFTER ONE YEAR	(20,459,619)		(20,005,980)	
GRANTS	(2,230,470)		(2,145,507)	
PROVISIONS FOR LIABILITIES	(68,003)		(53,640)	
NET ASSETS	6,043,751		5,625,777	
CAPITAL AND RESERVES				
RESTRICTED FUND	271,161		-	
DESIGNATED FUND	1,493,794		3,675,097	
PROFIT AND LOSS ACCOUNT	4,278,796		1,950,680	
	6,043,751		5,625,777	

The financial statements were approved by the board on 27 July 2017.

Signed on behalf of the board

Martina Murphy
DIRECTOR

27 July 2017

Greg Maxwell
CHAIRPERSON

27 July 2017



THE BOARD

The work of Novas is overseen by a board of seven voluntary, non-executive directors. The Board are appointed annually at AGM by the members. The Directors, in the discharge of their duties to the organisation, endeavour to uphold the value and ethos of Novas. The Board employs a Chief Executive Officer who has responsibility for the day to day management of the organisation. There is a distinct separation between the roles of the Board and the executive (CEO and senior management team). The Board provides support in ensuring that the organisation achieves its objectives, as evidenced in the work of the sub-groups within the management board. Currently there are six sub-groups; Governance, Health and Safety, Finance & Audit, Client Welfare, Fundraising and Property and

Development. Each sub-group is chaired by a director who in turn reports back to the Board.

During 2016 the Board met on four occasions and there were 20 sub-group meetings held. At AGM this year the Board welcomed Greg Maxwell as Chairperson following the retirement from the Board of Dermot Sadlier.





FRIENDS & PARTNERS





7 Alphonsus Street, Limerick, Ireland.

Ph. 061-370325 / info@novas.ie

www.novas.ie

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