



ANNUAL  
REPORT  
2021

**NOVAS**  
Housing | Health | Recovery



5,978

people Novas worked with last year.



▲ 5%

increase from the previous 12 months and an increase of 285% in ten years.



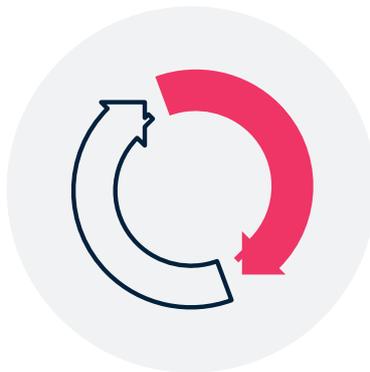
1,067

children supported by Novas in 2021.



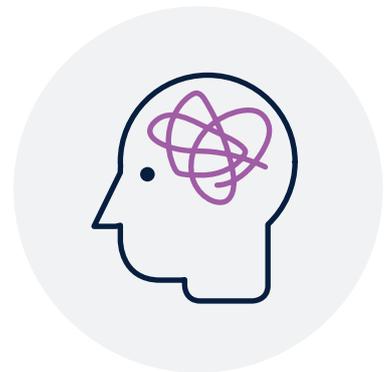
1,127

children supported through our Christmas Toy Appeal.



FROM OUR HOME TO YOURS

a new initiative that supports low-income households transform their houses into homes.



TRAUMA INFORMED PRACTICE

developing and delivering TIP Refresher Training for all frontline staff and recruiting TIP reps in all our services.



320

women were successfully referred to our temporary supported accommodation in 2021.



250

tenancies with 773 tenants provided by years' end.



16,000

meals provided by our Street Outreach and our Covid specific meal and grocery services.

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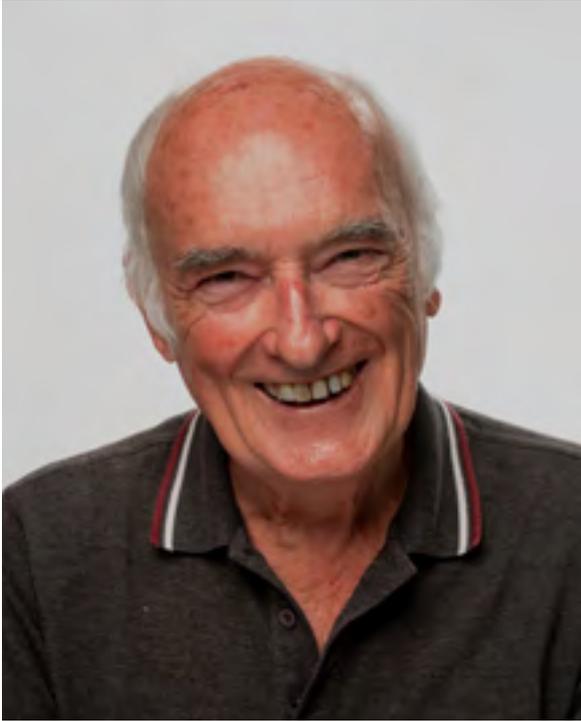
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THE FUNDING FOR MANY SERVICES IS INADEQUATE; IN SOME CASES IT IS UNCHANGED FOR A DECADE. LEVELS OF FUNDING NEED URGENT REVIEW.

## A VIEW FROM THE CHAIR

Whilst political debate on the effectiveness or otherwise of public housing policy continues, the everyday realities of the housing crisis continue to challenge clients, tenants, volunteers and staff. The Covid-19 pandemic added to these challenges. The directors are enormously proud of the close collaboration and support among clients, tenants, volunteers and staff. For yet another year they collectively focussed on life changing (and at times, life saving) priorities.

Our role with clients includes providing the supports they need to move and sustain their own accommodation. A key component of our role is to encourage clients not to lose their personal ambitions or aspirations. This has now become a significant challenge in our everyday work. The number of clients moving to their own accommodation has reduced to an unprecedented extent. This is not due to any reluctance on their part to have their own home, quite the opposite. Simply, they are effectively locked out of the housing market. The oft used phrase ‘lack of affordable housing’ for most of our clients, in practice, now means being in emergency accommodation for many years.

This report highlights the strategies of managers, staff and volunteers across a very wide range of services in a multiple of projects based in cities, towns and in rural areas; for men, women and children; those who are homeless or at risk of being homeless; and those who thankfully are now tenants living in 'appropriate and affordable housing'. It cannot fully reflect the multitude of personal experiences, initiatives, challenges, highs and lows but it does reflect the efforts of a wonderful group of professional people who remain very much focussed on supporting clients.

Our efforts to increase housing options for clients by increasing our own housing stock remained on course, despite the interruptions imposed by Covid-19 restrictions. This will continue as a priority.

The funding for many services is inadequate; in some cases it is unchanged for a decade. Levels of funding need urgent review. In addition budgets for the year ahead are not known until that year. Real financial planning is impossible. Some years ago (almost 20 years ago) agreement was reached with government for funding on a rolling triennial basis. This has still to be implemented!

Our primary objective is supporting people to sustain their own accommodation. The present housing environment is hostile to our work. However I've no doubt our outlook will remain positive. Our managers and staff teams including volunteers, led by our new CEO, are enthusiastic, energetic and decisive in their commitment to those we support. They are assured of our support.

**Greg Maxwell**  
**Chairperson**



“

IT IS A PRIVILEGE TO LEAD AN ORGANISATION THAT PUTS CLIENTS AT THE CENTRE OF ALL DECISIONS, AN ORGANISATION THAT IS COMMITTED TO INNOVATION, TRAUMA INFORMED PRACTICE AND PROVIDING SUSTAINABLE HOMES FOR EVERYONE.

## A WORD FROM OUR CEO

In 2021, NOVAS worked with just under 6,000 people; 5,978 to be precise. This is the highest number ever supported by the Organisation, an increase of 5% from the previous twelve-month period and a rise of 285% over ten years. It reflects the scale of the crisis we face.

Early in 2022, I began my tenure as CEO of NOVAS and from the outset I have seen the significant demand for services and the holistic response of our frontline staff and managers. It is a privilege to lead an organisation that puts clients at the centre of all decisions, an organisation that is committed to innovation, trauma informed practice and providing sustainable homes for everyone.

2021 was a difficult year for homeless services; another year of Covid-19 restrictions to contend with. By mid-year, as restrictions lifted, including the moratorium on evictions and rent freezes, the number of people becoming homeless and seeking support continued to rise. Every month from June, the number of people officially recorded as homeless continued to rise,

with subsequent demand for our services. The inroads made at reducing homelessness in the pandemic were quickly being eroded. Soaring rents, a contraction of properties in the private rented market and an almost complete stop of the construction sector during restrictions prevented many people from exiting homeless services.

It would not have been possible to extend services and offer extensive supports without our experienced and professional staff team, whose commitment to clients remains resolute. 24 hours a day, every day of the year, our staff provide considered and boundless support to our clients. Despite the unprecedented challenges Covid-19 posed to frontline workers, their commitment to clients never wavered and the level of support they provided was uncompromised. The same can be said of our volunteer team who responded to the restrictions with peerless enthusiasm and ensured that the Street Outreach services operated every night throughout the year. For this, I wish to extend a heartfelt thank you.

Our voluntary Board of Directors stewarded us through a challenging year with high quality governance and oversight. They provided their time and expertise to ensure the organisation fulfilled its duties in a transparent, cost effective, client centred and focused way. We are indebted to them for their leadership and commitment to NOVAS and the clients and tenants we serve.

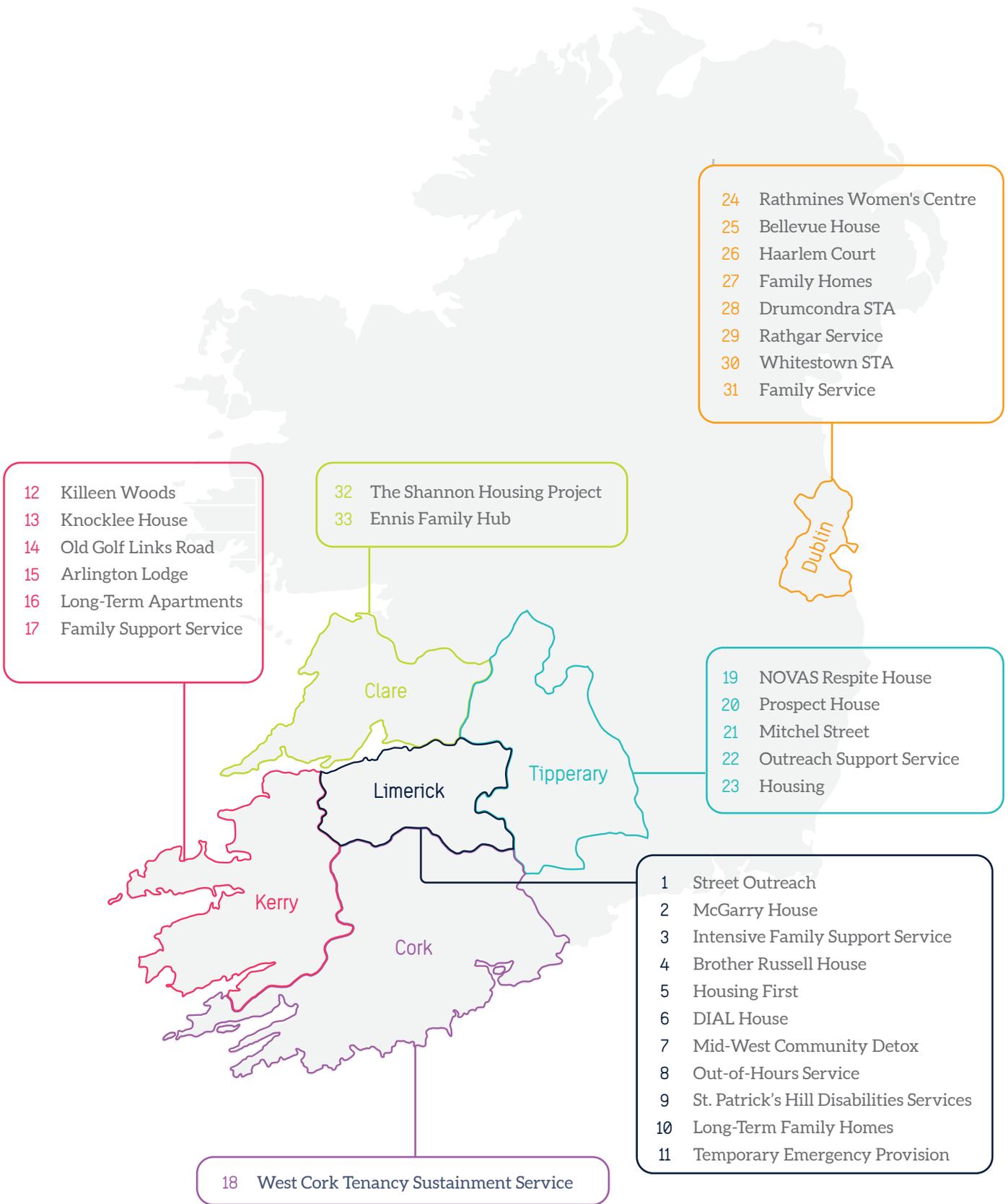
I would also like to take this opportunity to thank our funders in government, the HSE, the Department of Housing, the local authorities in the areas we work and Tusla. Thank you for entrusting the provision of services to us and enabling us to reach the people that need us the most.

Thank you to all our donors and those that arrange and participate in fundraising events for us. On behalf of our clients and tenants we are eternally grateful.

Finally, I wish to thank our clients and tenants who entrust their support to us. It is an honour to serve you.

**Una Deasy**  
**CEO**

# MAP OF SERVICES



# TIMELINE 2002 - 2021

- 
- 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 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 (IFS):** 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.
- ▶ **PROSPECT HOUSE:** Temporary supported accommodation in single apartments for men and women requiring a low level of support in Nenagh, Co. Tipperary.
- 
- 2008**
- 
- 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.
- ▶ **RESPIRE 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.
- \*McGarry House replaced Bridgeland House in the 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.
- 
- 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' 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.

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 homeless and engaging with the IFS.

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.

2017

- **TEMPORARY EMERGENCY PROVISION 2:** Additional, separate-site emergency accommodation for up to 10 individuals on a nightly basis.
- **OUTREACH SUPPORT SERVICES:** A new office/information centre in Co. Tipperary, supporting people in a preventative and resettlement capacity.
- **SARSFIELD FAMILY HUB:** A hub for 12 small families experiencing homelessness and previously living in emergency accommodation.
- **HOUSING FIRST KERRY:** Development of a new Housing First service in Kerry in collaboration with Kerry County Council & the HSE.

- **LONG-TERM HOMES:** Procurement of 30 homes in Limerick, Tipperary, Kerry, Kildare & Dublin for households experiencing homelessness.

2018

- **THE RATHMINES WOMEN'S SERVICE:** A dedicated female STA in Dublin for 21 women.
- **THE SHANNON HOUSING PROJECT:** Community living for six adults with an intellectual disability, who were formerly homeless.
- **FAMILY HOUSING FIRST:** Development of a Family Housing First Service in collaboration with the local authority & the HSE.
- **LONG-TERM HOMES:** 34 new tenancies in 2018, housing 93 people

2019

- **RATHGAR FAMILY HUB:** 10 bed family hub in Dublin 6, supporting families who were formerly living in hotel accommodation.
- **SUPPORTED LIVING SERVICE, DUBLIN:** Dedicated service for a homeless woman with co-occurring mental health, intellectual disability and addiction issues.
- **WHITESTOWN STA:** Eight unit STA for single adults and couples in north Dublin.
- **INTENSIVE FAMILY SUPPORT:** A family support service established in partnership with Fingal County Council, supporting families living in emergency accommodation to move to independent housing.
- **ENNIS FAMILY HUB & OUTREACH SUPPORT:** Five bed family hub in Co. Clare and family support for families living in emergency hotel accommodation.

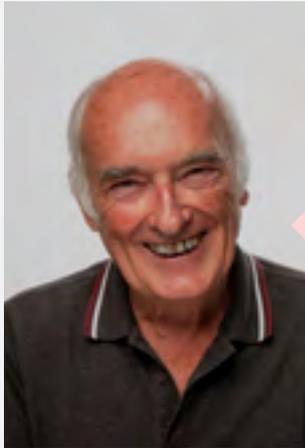
2020

- **COCOONING SERVICE:** During the pandemic NOVAS established one cocooning service in Dublin.

2021

- **ABIGAIL WOMEN'S CENTRE:** Reconfiguration of The Abigail Women's Centre to separate site locations.

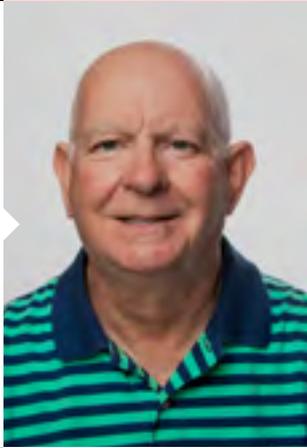
## BOARD OF DIRECTORS



**Greg Maxwell**  
Chairperson



**Pat Claffey**



**Siobhan Wheeler**



**Tracy Leonard**



**Dian Loposso**



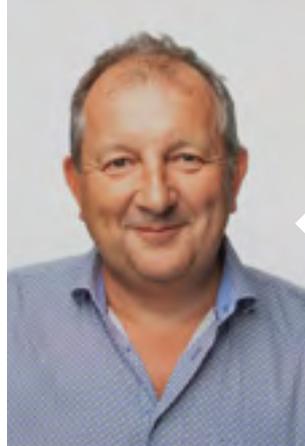
**Michael O'Connell**



## SENIOR MANAGEMENT TEAM



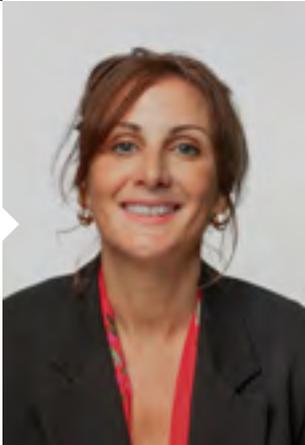
**Donal O'Carroll**  
Head of Finance



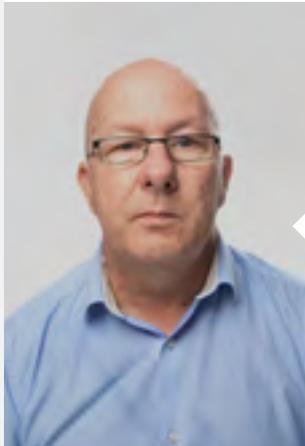
**John Rogers**  
Head of Housing and Tenants



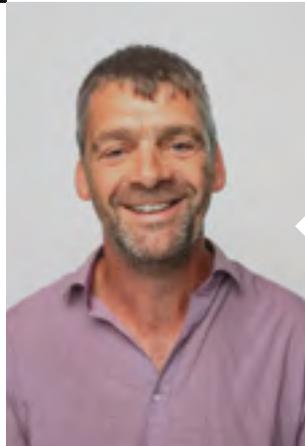
**Una Burns**  
Head of Advocacy and Communications



**Jenny Doyle**  
Head of Services, Dublin,



**Eugene Toner**  
Head of Services, Mid-West



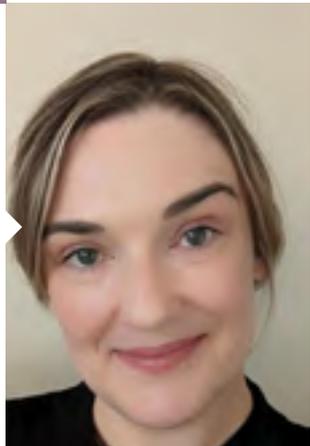
**Ronan Doherty**  
Head of Services, South-West



**Mark Vella**  
Head of Quality, Risk and Compliance



**Pam Gunter**  
Head of HR



# VISION, MISSION, OBJECTIVES & VALUES

VISION

EVERYONE  
HAS THEIR OWN  
SUSTAINABLE  
HOME.

MISSION STATEMENT

PROMOTING  
SOCIAL INCLUSION  
THROUGH  
HOUSING, HEALTH  
AND RECOVERY  
AND PROVIDING  
LASTING SOLUTIONS  
TO HOMELESSNESS.

## 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 2022



**Pat Claffey**  
Board of Directors



**Dian Loposso**  
Board of Directors



**Michael O'Connell**  
Board of Directors



**Greg Maxwell**  
Chairperson  
Board of Directors



**Siobhan Wheeler**  
Secretary  
Board of Directors



**Tracy Leonard**  
Board of Directors



**Martina Murphy**  
Board of Directors



**Una Deasy**  
Chief Executive Officer



**Mark Vella**  
Head of Quality Risk  
and Compliance



**John Rogers**  
Head of Housing  
and Tenants



**Jennifer Doyle**  
Head of Services  
Dublin



**Eugene Toner**  
Head of Services  
Limerick



**Ronan Doherty**  
Head of Services  
Kerry, Clare & Cork



**Donal O'Carroll**  
Head Of Finance



**Una Burns**  
Head of Advocacy  
and Communications



**Pamela Gunter**  
Head of Human  
Resources



**James Lenell Ledwith**  
Tenant Engagement Mgr



**Chris O'Connor**  
Procurement &  
Maintenance Mgr



**Noel Guerin**  
Housing  
Development Officer



**Robert Radulescu**  
Bellevue House Mgr



**Declan Hannon**  
Rathmines Mgr



**Michelle Dillon**  
Rathgar Service Mgr



**Kim Keogh**  
Drumcondra Mgr



**Sharon Doyle  
Wynne**  
Whitestown Mgr



**Monika Wachala**  
McGarry Mgr



**Louise Creamer**  
Dial House Mgr



**Kristina Gannon**  
Interim IFS Mgr



**Julie McKenna**  
Mid West Health &  
Recovery Services Mgr



**Vacant**  
Brother Russell Mgr



**Nessian Quinlivan**  
Interim TEP Mgr



**Deborah Ryan**  
Tipperary Services Mgr



**Aoife Boyle**  
Housing First &  
Disabilities Mgr



**Patrick Healy**  
Kerry Services Mgr



**Vacant**  
West Cork Mgr



**Tom Cleary**  
Clare Services Mgr



**Mike O'Donovan**  
Tenancy Sustainment  
Officer



**Philip Norden**  
Financial Accountant



**Kathryn Dennehy**  
Assistant Accountant



**Elaine Phelan**  
Head Office  
Administrator



**Tracey McCarthy**  
HR Service Partner



**Brendan McKeon**  
H&S Advisor

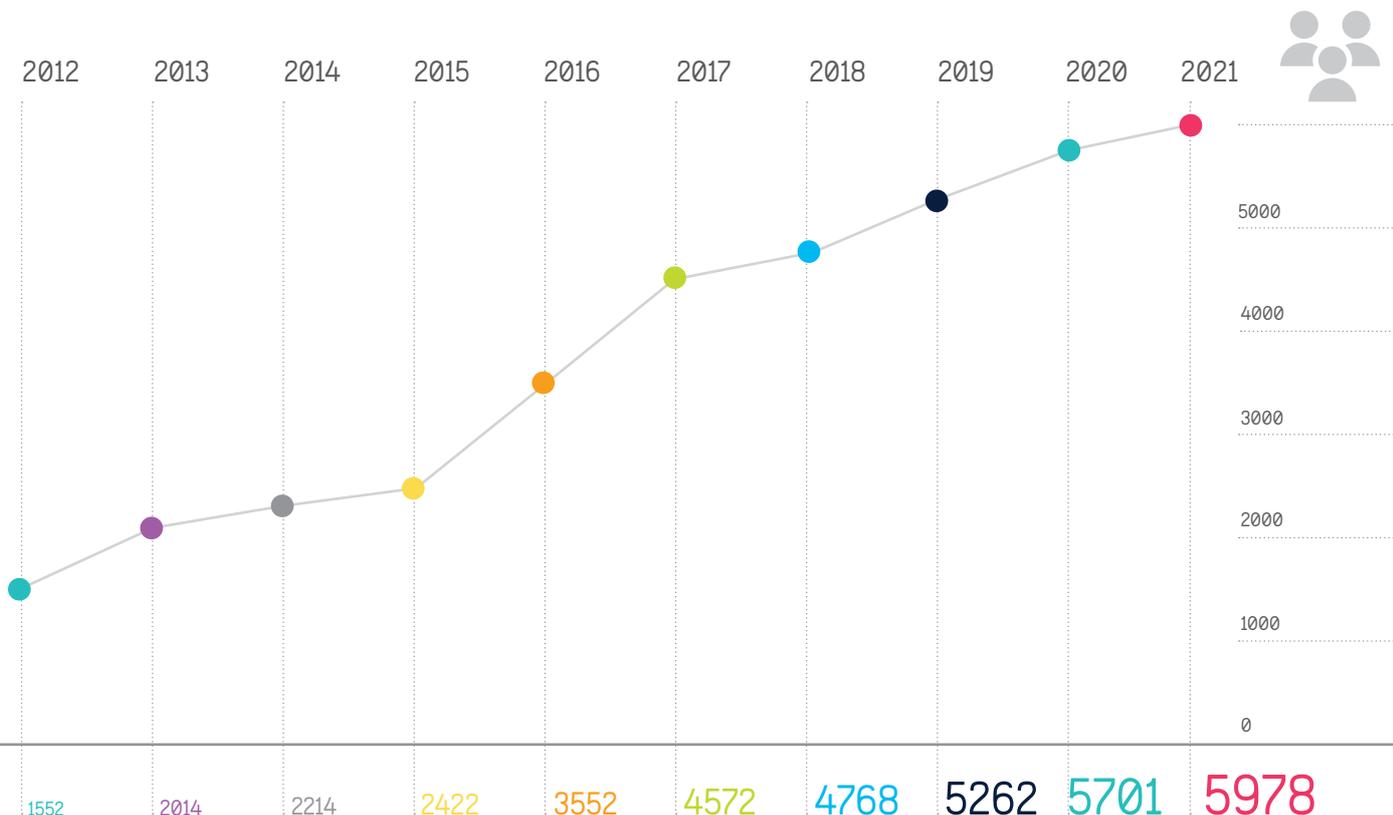


**Alicja Ryan**  
HR & Recruitment  
Administrator

# 2021: A YEAR IN REVIEW

In 2021 NOVAS supported 5,978 clients. This is the single biggest figure in any twelve-month period. This figure represented a rise of 5% from the previous year and 285% over ten years. Despite the increase in people receiving support, fewer clients accessed our temporary and emergency homeless accommodation than in previous years. The extraordinary contraction in private rented accommodation combined with continued Covid-19 restrictions resulted in fewer people moving through homeless services. The increase in people receiving support from NOVAS related to community, tenancy sustainment and outreach work, housing, people seeking advice and information and one-off interventions relating to food poverty.

NUMBER OF CLIENTS 2012-2021



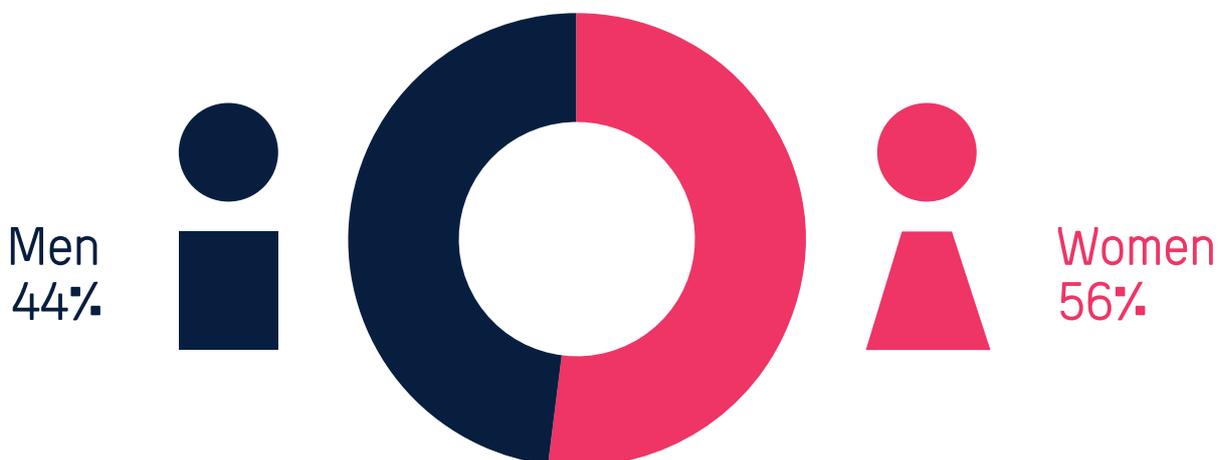
Throughput from homeless services was hampered by a dearth in long-term accommodation, rent increases and the difficulties faced by single people in securing tenancies and creating sustainable exit pathways from homelessness. This, coupled with the stark and continuous rise in families becoming homeless from the mid-point of 2021, saw huge rises in homeless figures and more people than ever seeking support.

Following the cessation on the moratorium on evictions and rent freezes in April 2021, there was an increase in national homeless figures in every subsequent month of the year. Demand for services consequently rose. The reasons people seek support from NOVAS are complex and multi-faceted, however, they are inextricably bound to the housing shortage, with more households than ever impacted by the crisis.

In our Temporary Emergency Provision (TEP) in Limerick, 154 individuals accessed accommodation in 2021. This figure, when compared to 2018, in which more than 320 people secured accommodation in TEP, indicates the lack of movement through services and the lack of opportunity for single people to secure long-term housing solutions. There was even less movement through McGarry House, where just 33 individuals were successfully referred to the service in 2021.

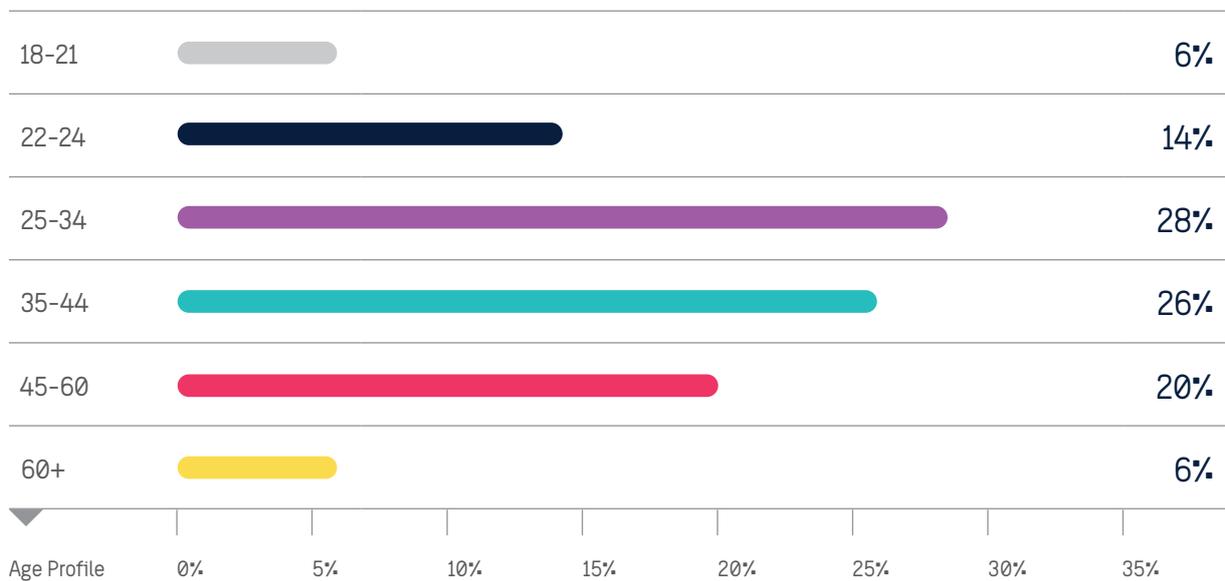
Despite the lack of throughput in temporary and emergency accommodation in 2021, NOVAS' STA services supported 558 people throughout the year, some 74 less individuals than in the previous twelve-month period. The majority, 56%, were women. As a provider of three dedicated women's services in Dublin, this is unsurprising.

#### NUMBER OF MEN AND WOMEN LIVING IN NOVAS STA SERVICES IN 2021

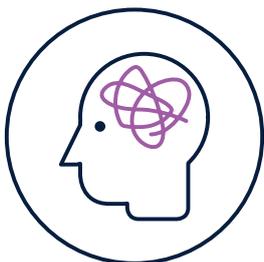


Some 6% of clients living in NOVAS' STA services in 2021 were under 21 years of age, 20% were younger than 26 years and 74% were under 45 years old. The age profile of people experiencing homelessness is young, exposing their vulnerabilities and creating a greater risk of them becoming entrenched in homelessness. Providing targeted solutions for young adults who are at risk of or experience homelessness is essential to creating sustainable pathways for this cohort. NOVAS' DIAL House is one such example, creating a home-life environment for five young adults with focused interventions and supports including planned move-on options.

### AGE PROFILE OF CLIENTS IN NOVAS STA 2021



The needs of people requiring supported accommodation throughout the year were broad-ranging and complex and included issues relating to mental health, addiction, physical health, dual diagnosis, domestic and sexual violence, legal issues, life skills & tenancy sustainment support.



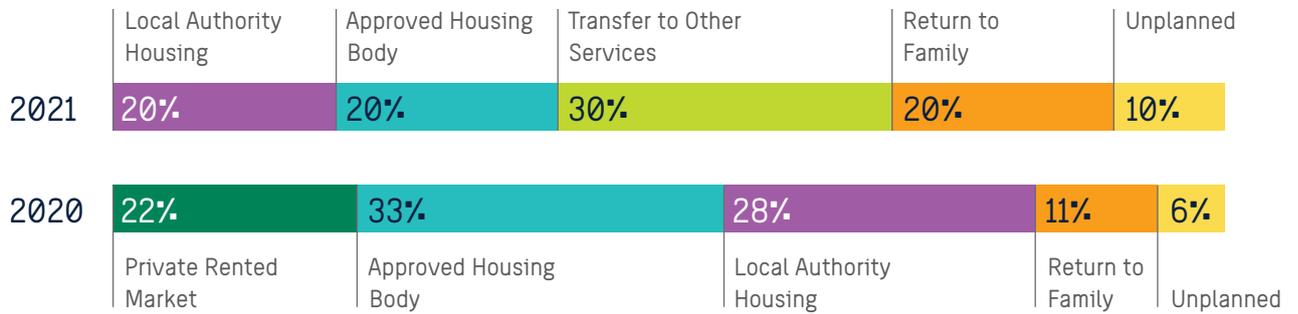
Families in receipt of outreach and residential services primarily required support in accessing new or maintaining existing housing, tenancy sustainment, life-skills, support with schooling and access to education, signposting to other services and community integration.



Some 72% of families in receipt of outreach support were headed by single mothers. In our Ennis Family Hub the proportion was 77%. In this residential services the majority of mothers were young (under 25 years), with young children (aged between new born and four years). Some 44% were Irish travellers, highlighting the precarious living arrangements of this group and the difficulty they experience in accessing housing.

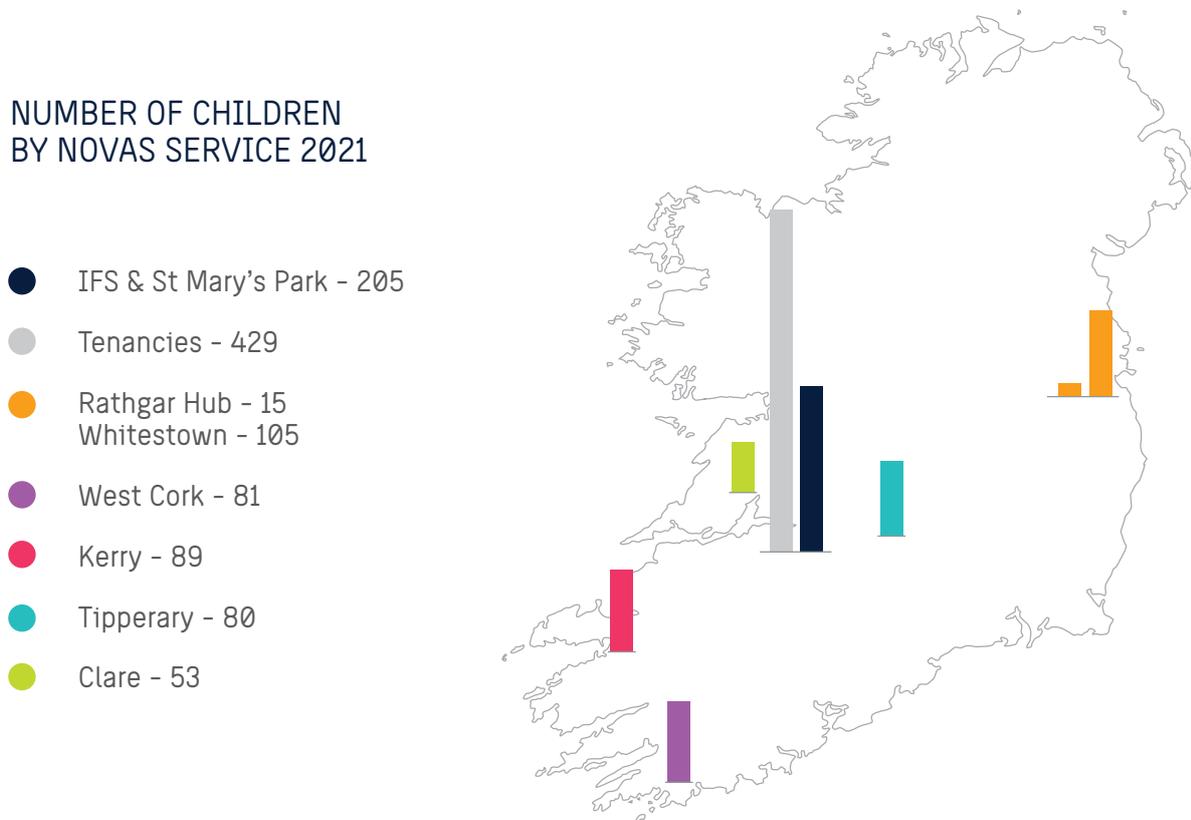
The three pathways into homelessness for the families living in our hub were due to domestic violence, eviction from the private rented market and overcrowding in the family home. Exit routes from homelessness included housing provided by Clare County Council and Approved Housing Bodies as well as transfers to other services. No family living in the hub in 2021 was successful in securing accommodation in the private rented market. This was in stark contrast to previous years.

## EXITS ROUTES FROM THE ENNIS FAMILY HUB



The number of children we supported through housing and supports was 1,067. This excludes the number of children who benefitted solely from our Christmas Toy Appeal.

## NUMBER OF CHILDREN BY NOVAS SERVICE 2021



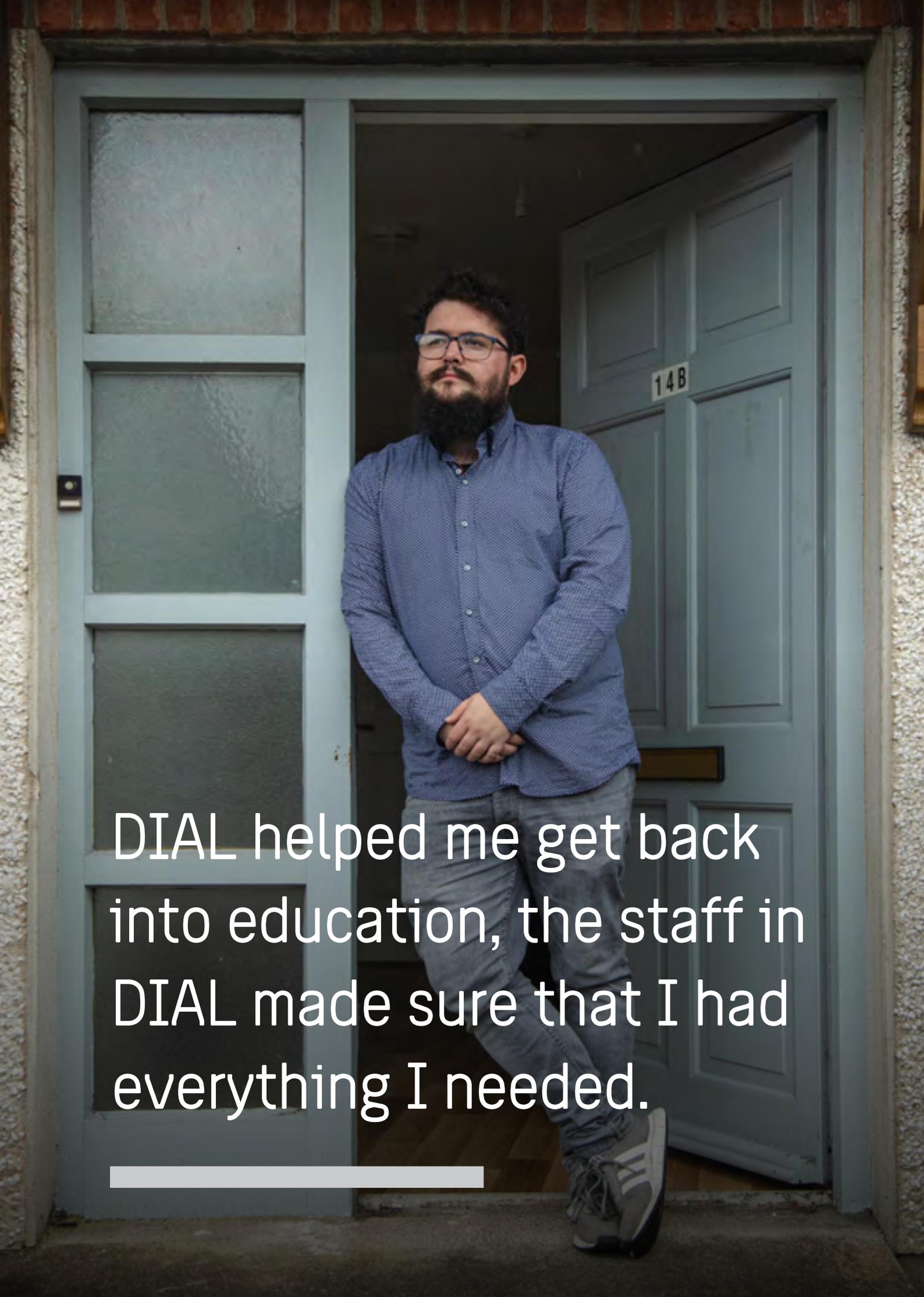
# SERVICES AT A GLANCE

The age profile of people presenting as homeless continues to decline. Not only do young adults (categorised as 18 to 25 year olds) comprise approximately 17% of people living in emergency accommodation, they are also vastly over-represented among the hidden homeless population. Young adults are more likely to sofa surf, moving from family to friends from night to night, than older age cohorts. They are more predisposed to housing vulnerability, substandard accommodation and overcrowding. Young adults with experience of state care are even more likely to face housing insecurity. The experiences of people facing hidden homelessness remains largely undocumented and we are unsure of the exact number of people affected by it.

Providing targeted responses is vital for both preventing homelessness and creating speedy and sustainable pathways from homelessness for young people. NOVAS' DIAL House is a six-unit residential service that provides supported accommodation for young adults with experience of state care, who frequently present with mental health issues, a learning difficulty or a combination of both. The service is designed to prevent such young people from becoming homeless. It offers accommodation for up to two years, in a home-like environment.

Established in 2006, NOVAS recognised an urgent need to develop a specialised service for this young cohort, who would otherwise have been accommodated in larger, low-threshold facilities, unsuitable to their needs. It provides a safe environment for residents, with a deep understanding of the trauma experienced by many of the young people living there. It offers a two-year life programme, teaching clients skills in cooking, cleaning, paying bills and money management, in a bid to equip them for independent living. All residents also engage in further education and are actively supported in this pursuit by staff.

DIAL also offers an out-reach programme for former clients and other young vulnerable adults living in the community. Supports relate to tenancy sustainment, managing a household, social integration and support in fostering healthy relationships.

A man with a full beard and glasses stands in a doorway. He is wearing a blue patterned button-down shirt, light blue jeans, and grey sneakers. His hands are clasped in front of him. The doorway is framed by a light blue door with a glass insert on the left and a white door with a '14B' sign on the right. The background is dark, suggesting an interior space.

DIAL helped me get back into education, the staff in DIAL made sure that I had everything I needed.

---

## ROB'S STORY

My name is Robert O' Leary, I am currently studying in my second year in TUS Midwest Art College for a level 8 bachelors degree in art. Prior to this I studied for three years in the Kilmallock Road campus under the VTOS scheme, studying a retail skills Level 5 course and then an art course with a QQI Level 5 qualification.

I have been in a relationship with my girlfriend for the last 5 years who I love, interestingly we have not had one single argument in all the years we have been together.

At the age of 14 is when I first went into care. At this time, I was angry and devastated and I had no idea what was going on. My initial experience in the care system was pretty negative, the family were very strict. It felt very different to me. After that I was in multiple care homes, including staying with my grandparents for a couple of years and finally going into a residential care home.

I had no idea what DIAL House was before I went there. My aftercare worker explained to me what it was. I didn't know how to feel about moving to DIAL House because I knew that I was going to be moving into a house with a bunch of other people. I was nervous about moving there and meeting new people. I was socially awkward when I was that age.

I visited DIAL House with my aftercare worker prior to moving in. I was first greeted by Rocky the dog and I knew then that I would like it there.

My aftercare worker brought me to DIAL and helped me move my belongings on my first day.

From the start of living in DIAL I was shown how to cook, how to clean, use the oven, the washing machine and the dishwasher. I was helped with savings and managing money. DIAL helped me get back into education, the staff there woke me up at the right time to go into college every day and made sure that I had everything I needed for the course.

While in DIAL, we had a set rota and I had one day a week to cook and another day to clean. This is where my passion for cooking came from. I helped take care of Rocky, feeding him, washing him, taking him for walks and making sure he had water.

In DIAL we would also have day trips, overnight trips and regular movie nights, cinema nights and bowling. These activities got me talking to people and helped me make friends in DIAL.

At the start I found it hard keeping on top of cleaning my bedroom and doing my chores but staff helped me with this. After a while I grew to like and respect the staff and I felt respected by them. I know I can trust the staff in DIAL, I know that they are there to help me with things even still when I need them.

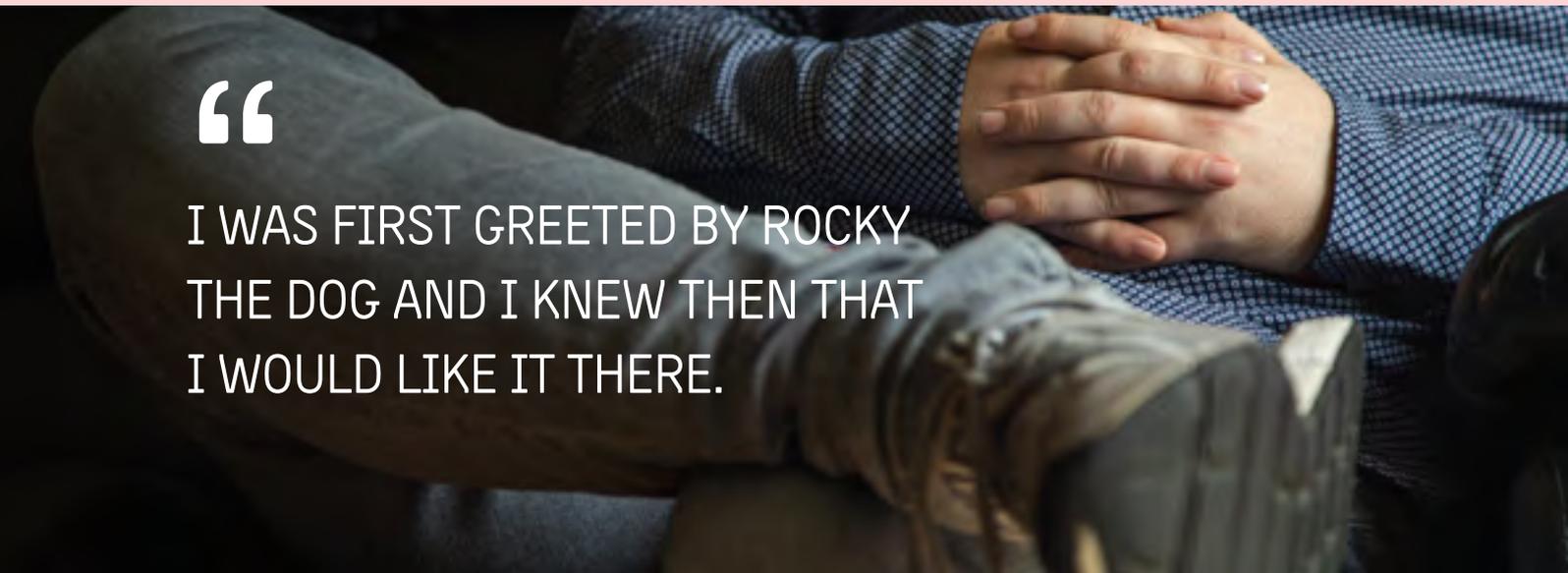
There was always a good atmosphere in the house, it was a nice house. I loved my bedroom, I even had my own bathroom in it.

I lived in DIAL for 2 and a half years. My keyworker helped me to find accommodation when I moved out. I moved into a student village for a few months which I didn't like so then my keyworker helped me to move to another student village which I really loved. I think it was much better there and I met two new friends.

After 9 months of living in student accommodation I finally moved into a house with the help of DIAL. This house is managed by NOVAS and they meet with me regularly and we still have at least weekly contact.

I will be forever thankful to NOVAS for giving me a home, if it wasn't for them I wouldn't be in college. DIAL have helped me achieve everything I wanted.

For the past two years Rocky got to move in with me in Glenview and I really enjoyed taking care of him, he was like a grumpy old man sometimes. Unfortunately, on the 28th of August this year Rocky had become too ill due to old age and we had to put him to sleep. It was very difficult, staff from DIAL came with me, my housemate and my girlfriend to the vet and we were present at the end for Rocky. We all supported each other and I would like to dedicate my success story to Rocky, he will be forever loved and missed.



“

I WAS FIRST GREETED BY ROCKY  
THE DOG AND I KNEW THEN THAT  
I WOULD LIKE IT THERE.

In Dublin, NOVAS provides three female accommodation services. Women comprise approximately one-third of the homeless population in Ireland (considering single adults and families) and targeted interventions and responses are essential. The vast majority of the women that live in our services have experienced domestic, sexual or gender-based violence as well as coercive control. Segregated services can enhance a sense of safety and foster engagement among some women.

A recent European study, examining female homelessness, pointed to the unique and complex needs of homeless women, often relating to separation from their children. The study found that women frequently accessed formal homeless services as a last resort (thus remaining hidden homeless) because of the male dominated environments within homeless services. It particularly pointed to Ireland in this regard.<sup>1</sup> The complex needs of homeless women can be very different to those of their male counterparts. The research recognised the value of female only services that responds to the specific needs of women.

Self-harm, suicidal ideation and suicide attempts among the women living in our services were very prevalent in 2021. Alarmingly, in one of our women's services in Dublin, staff cut women down, who had a cord around their neck, on more than 20 occasions during the year. Such statistics highlight the complex and challenging needs of the women who live in our services and the degree of support and care they require. Our trauma informed practice has been very successful in maintaining engagement among hard-to-reach women who have experienced multiple traumas in their lives and are prone to regular disengagement from services. We are committed to enhancing and developing our responses for homeless women, particularly relating to supporting them to secure sustainable and safe housing solutions that recognises their vulnerabilities.

1 Bretherton, J. and Mayock, P., Women's Homelessness. European Evidence Review, FEANTSA, 2021, p. 6 & 8.

## A CONVERSATION WITH JADE

I started abusing solvents when I was seven. This was how it started for me. All my family used drugs and I thought it was normal. I lost a lot of family members and friends and the drugs were an escape to numb my pain and from there it just took hold of my life. By 24 I was homeless. I have been in services for over 10 years.

I found staying in the hostels really challenging. I never felt safe in services. I never trusted the staff and this led me to rock bottom. I had lost my partner, I was missing my kids and the drugs had a hold of me.

I tried to take my life last Christmas, it was only for the staff in Rathmines that saved me and afterwards sat me down and supported me. It was then, I decided to make a change. I started to believe that I could change and change for the better.

The staff saw the true me and not just a homeless person. I found the staff and managers opened up to me and helped me to see that I was caught up in my own misery and helped me realise that I can change. They really believed in me and saw past the mask I had put on myself.

NOVAS really gave me my life back. I now have my own place. I can put up my Christmas tree. My kids don't have to worry about me overdosing. I can enjoy being in the moment. It's more than I ever thought it could be.

“

I TRIED TO TAKE MY LIFE LAST CHRISTMAS, IT WAS ONLY FOR THE STAFF IN RATHMINES THAT SAVED ME. IT WAS THEN, I DECIDED TO MAKE A CHANGE.



## WINITA'S STORY

I have had a difficult life. I have been homeless since I was 10 years of age when my mam died. I was emotionally neglected by my dad and when I left secondary school after three days, he kicked me out. After that I was in 36 different foster homes. I ran away from all of them.

The traumas in my childhood led to a difficult life as a young adult. I have been on the housing list since I was 16 years old and have been in and out of homeless services for years. I have low self-esteem and have been in an on/off abusive relationship for a long time. I started dabbling in street drugs when I was 20 and have struggled with addiction since. I have had lots of challenges and sometimes I wondered if I would always be homeless. The breakdown in the relationship with my children was the hardest.

I moved to Bella House three years ago. Since then Bella has become my home. It always felt like home here. I have tried to keep my head down and stay out of trouble. At the start it was hard but I got there in the end. The staff were so good to me and have always supported me.

I'm so thrilled that I have finally secured my own place and will be moving into a one-bed apartment soon. This is social housing provided by Dublin City Council. Charles, the resettlement worker here at Bella, is helping me every step of the way. The staff are preparing me for living independently. After being institutionalised for so long, it will be a big change. I'm looking forward to starting a course with the Saol Project, which focuses on education and rehabilitation.

Housing has allowed me to plan for the future. I am hopeful for the future.



“

I WAS IN 36  
DIFFERENT FOSTER  
HOMES. I RAN AWAY  
FROM ALL OF THEM.



I moved to Bella House  
three years ago. Since then  
Bella has become my home.  
It always felt like home here.

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In collaboration with Regeneration and Limerick City and County Council, NOVAS' Intensive Family Support Service provides a dedicated family and outreach service in St. Mary's Park. Considered the most deprived area in the country in the Pobal Deprivation Index, households in St. Mary's Park have experienced significant trauma and social marginalisation. Clients here present with a myriad of needs relating to housing and homelessness, deprivation and isolation, poverty and poor education, high unemployment rates and addiction.

In 2016, through the Social Intervention Fund, NOVAS employed a dedicated worker to support families in the region who were homeless or at risk of losing their tenancies. The remit of the role was to support large families to enhance their housing situation, promote integration and signpost to other relevant services in the area. The service provides weekly clinics, a daily drop-in service, home visits, assistance to attend appointments and intensive family support. Due to the positive impact of the role and the significant level of need in the area, funding was secured for an additional worker in 2018. The second worker enabled service extension to support elderly couples and individuals as well as those with a disability. In partnership with the council, NOVAS has leased a number of social houses in St. Mary's Park, which are sub-let to families from the area that require ongoing support with tenancy sustainment.

In 2021, the service supported 68 children and 138 adults through a combination of intensive support and one-off interventions. Some 43 households received intensive support throughout the year, including families, single and couple households. The support required by the latter group related to physical and environmental upgrades to their homes, fostering community integration and supporting access to medical appointments.

Our work in the community revealed considerable overcrowding and involuntary sharing, houses in significant disrepair, without furniture and in substandard conditions. The service advocates on behalf of clients to reduce involuntary overcrowding and enhance the physical condition of houses.

The personal circumstances of clients have also improved. The range of supports includes life skills, household and money management, support to attend appointments, linking with healthcare providers and the promotion of social integration. We provide practical supports to empower clients to establish routines. This can include school transport, cleaning, cooking and preventing anti-social behaviour.

In the later months of 2021, as pandemic restrictions eased, the focus of staff in St. Mary's Park extended to community wellbeing and integration. Targeted collaboration with community groups and schools was fostered, as social engagement was more important than ever, following the isolation experienced by many clients during the Covid-19 pandemic. This work has resulted in events such as community fun days and weekly activities for young people and children. Being at the forefront of these initiatives has also helped to build positive relationships with vulnerable households in the community who need additional support.



## LAURA'S STORY

Hi my name is Laura, I'm 43 years of age. I am a single mammy of two little girls since 2019 following domestic violence. Back in October 2019, I found myself and my girls in a situation that I never imagined would happen to someone like me. I had my forever home and was quite settled in life. Due to a domestic violence act, I found myself in hospital for a few days but I was actually without my children for 3 whole weeks.

While in hospital, I found the most amazing help with organisations like ADAPT and NOVAS where they kindly guided me in the way I needed to go, to provide me and my girls a safe space. Adapt kindly put me up in a lovely 2-bedroom apartment with my girls for 7 months. I then linked in with NOVAS. Thankfully I was provided with a variety of things. They linked myself and my girls in with counselling and training courses on how to be aware of domestic violence. They also supported me with finding childcare, and supported me with legal matters to continue to keep us safe which I was forever thankful for.

Unfortunately, I couldn't stay at Adapt House for forever, but due to the help of NOVAS, I was then placed in temporary accommodation for families. I had plenty of advice and support while staying here and NOVAS found me a temporary home in St Marys Park where I am originally from. I was finally back in a familiar place with family, friends and good neighbours. I stayed there for a total of 2 years while still getting support from NOVAS for myself and my 2 girls.

Since January, I have finally moved into my forever home that I know can never be taken away from me. I am so happy and grateful for NOVAS as now I am settled while still having amazing support from them. I know I can call on the girls from NOVAS whenever I need support or guidance or just a fun chat.



“

DUE TO A DOMESTIC  
VIOLENCE ACT, I FOUND  
MYSELF IN HOSPITAL  
WITHOUT MY CHILDREN.

## INCLUSION ART PROJECT - A THERAPEUTIC INTERVENTION FOR HOMELESS CHILDREN IN KERRY

It's widely recognised at this stage that Adverse Childhood Experiences (ACEs) are a major contributing factor leading to homelessness, addiction and mental health struggles in adulthood. Working with children in emergency accommodation experiencing trauma can be incredibly challenging, witnessing these traumas as they evolve while making every effort to mitigate against their long term impacts.

In 2021, when the opportunity arose to collaborate with the Kerry Local Creative Youth Project (LCYP) to support homeless children in the county, our family support workers, Annette Murphy and Lisa Donohue, grabbed it with both hands. In its rawest form, our idea was to engage an artist to help homeless children express their feelings and experiences through the medium of art. We were aware of the therapeutic benefits of expression and mindful that young children did not always understand their homelessness or have the tools to express how it feels. We were also conscious that bringing children together, who are having the same experiences, might make these children feel less alone.

With the help of the LCYP we looked for proposals from artists. A lot of great ideas came back but Jeannine Storan's stood out. Her ability to actualize these ideas was hugely admirable. Under Jeanine's guidance and without preconceived ideas, the creative environment remained flexible to the direction of the group. Every individual and group was met with respect, compassion and understanding. Their voices, thoughts, knowledge and experiences were actively listened to and the youth voice valued. The aim was to inspire creative problem solving and critical thinking.

Initially Covid-19 prevented us from going ahead with in person groups. But Jeannine, Annette and Lisa adapted to this and put together wonderful art packs for the children, initiating the creative relationship. Eventually in Autumn 2021 we managed to bring the group together. There was amazing work done in these sessions, the outcome of which was kindly exhibited in the Kerry County Museum and launched on Culture Night 2022.

INCLUSION is an exhibition by children (under 12 years) experiencing homelessness. In exploring the central theme of 'home' and 'homelessness', we sought their voices, their opinions and hear about their need to feel at home. The young people are unified by a central experience; the desire to have a

home. The word 'home' can mean different things to our children. Exploring how a heart experiences 'home' saw the emergence of many ideas. Is 'home' a physical place, a place in our minds, or is it the people in our lives who make us feel at home?

INCLUSION is a small step to start. The depth and breadth of this project went far beyond the exhibition. The aim was that, in working together, we would all feel included. The children had a sense of a shared experience that in turn added to the excitement of working together. Experimenting with materials and exploring scale, both in creative output and of conversation, was led by the group. Their enthusiasm to create and their confidence in each other increased. It became a mutual creative and energetic partnership that fizzed with possibilities. The exhibition pieces displayed were just some of the results.

We're delighted to say that the children involved are no longer homeless. We hope this process and all the other great work carried out by Lisa and Annette has set them on sounder footing for their future.

With thanks to artist Jeannine Storan, who facilitated the project, Deirdre Enright of LCYP for her enthusiasm and guidance, Annette Murphy and Lisa Donohue for all the incredible work they do with homeless families and Brendan McKeon for helping us keep everyone safe during Covid-19. Finally a huge congratulation to all the children involved.



# HOUSING

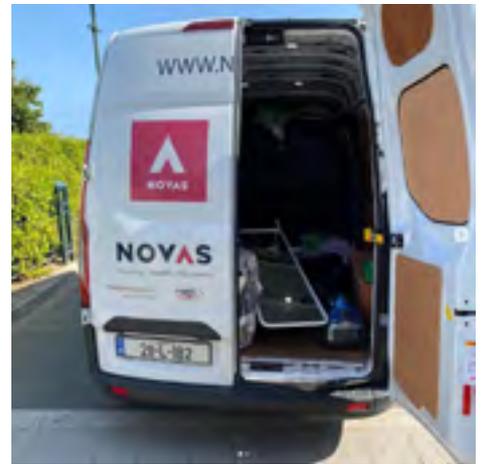
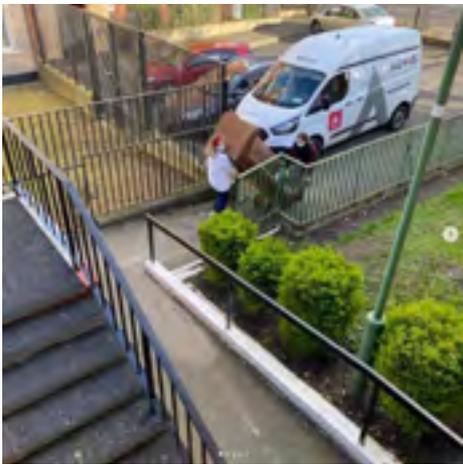
Providing long-term housing became more important than ever during the pandemic. Having a safe and secure place to live was at the forefront of minds, as people throughout the world were encouraged to stay at home. While restrictions eased temporarily, little changed in 2021 in terms of social distancing and isolation. Families living in congregated settings and hotel rooms were hugely disadvantaged, as were single people, many of whom were sharing with people they did not know.

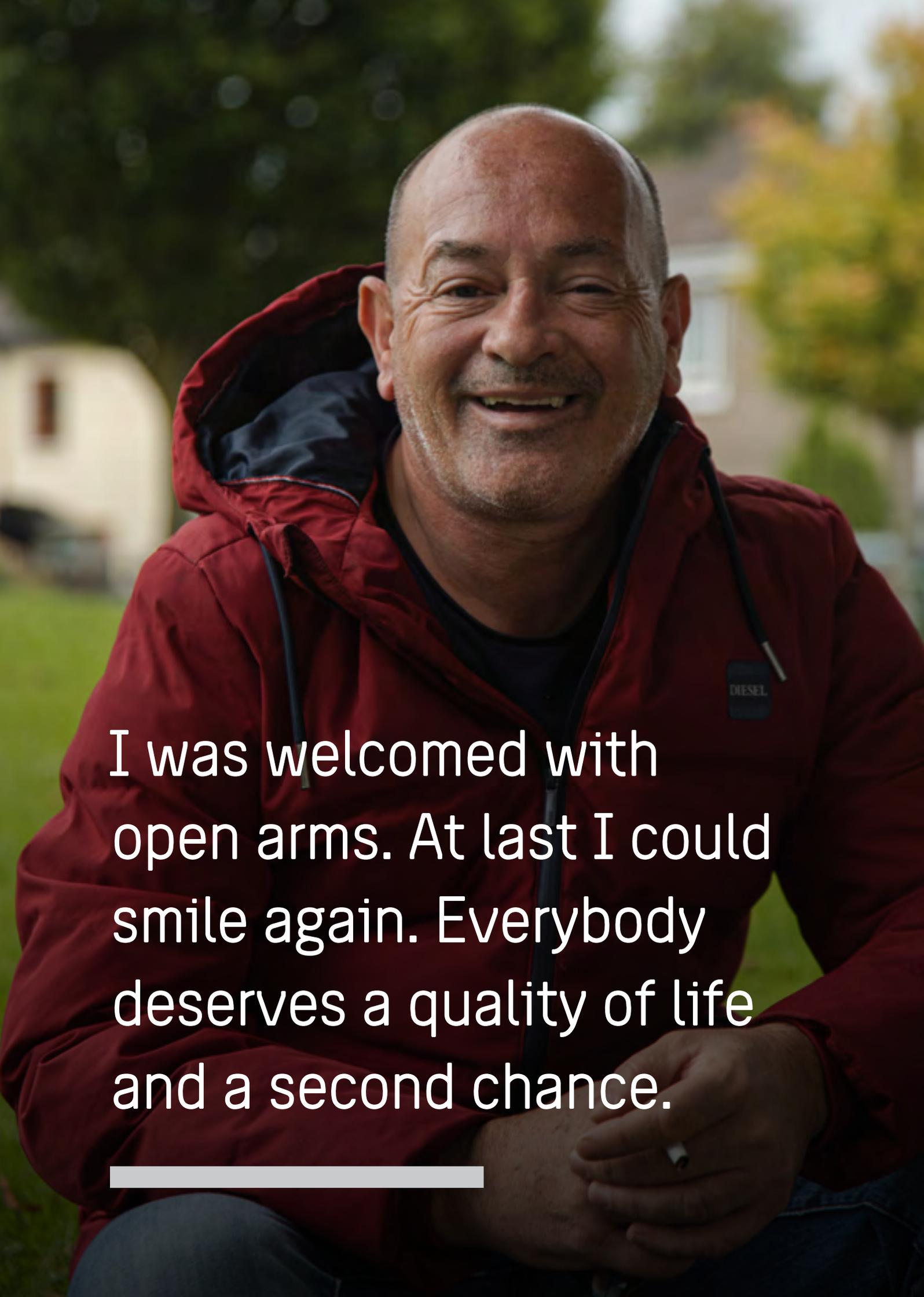
By the end of 2021 we provided 250 tenancies, with the cumulative total of 343 adults and 429 children living in these homes. Despite the huge difficulties Covid-19 posed in building, development and acquisition programmes, we were committed to providing homes for households who needed them the most.

In this year we hired a Housing Development Officer to join the Housing Team, with the purpose of enhancing our ability to procure housing for more people. We also hired a new Housing Officer to join our team in Dublin, as our number of tenancies there continued to grow.

In January 2021 we launched our new used furniture programme, *From Our Home to Yours*. A programme developed by our housing team, in response to furniture poverty among many of our tenants. As an Approved Housing Body, the houses we provide must be unfurnished and many low-income tenants struggle to buy essential items for their homes, particularly those who come directly from temporary homeless accommodation. This affected tenants in our own properties as well as clients who live in private rented accommodation and other social housing.

*From Our Home To Yours* provides a platform which links people with good-quality used furniture to low-income households who need such items. Donations of furniture and soft furnishing helps to transform houses into cosy, warm and unique homes. Many of the items are upcycled by our team of volunteers who also facilitate the collection and dropping of furniture between those who donate and those who receive it. *From Our Home To Yours* has helped our tenants and clients transform their houses into homes, creating an inviting space they feel proud of.



A middle-aged man with a shaved head and a friendly smile is the central focus. He is wearing a dark red, quilted jacket with a black inner lining and a small 'DIESEL' logo on the left chest. He is sitting outdoors, with a blurred background of green trees and a white building. The lighting is soft and natural, suggesting an overcast day. The text is overlaid in white, sans-serif font, centered on the lower half of the image.

I was welcomed with  
open arms. At last I could  
smile again. Everybody  
deserves a quality of life  
and a second chance.

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## BRIAN'S STORY

I first came to the NOVAS facility in Dublin in October 2020. Prior to this I had been living in one-night-only hostels, in a tent or sleeping rough for approximately 5 years. I suffer with a mood disorder & living in these conditions severely impacted my mental health. To be totally honest I had come from psychiatric care straight to NOVAS. For the first time in years I felt safe & secure.

The whole team helped me so much in my recovery. I learned so many new skills such as cooking, painting & most importantly, self-care. During this time, I thrived. I was happy and felt settled. I developed a great relationship with my key worker who always made time for tea and a chat.

I was involved in a toxic relationship and this was my downfall. My ex-partner was in chronic addiction. Against the advice of staff, I decided to move in with her. This was the worst decision of my life. She began drinking again. She became very aggressive towards me & due to fact that it was her property she asked me to leave, which I did. I was back on the streets.

Suddenly my life spiralled out of all control. I was prescribed a lot of medication due to my psychiatric illness but was not in the right place to regulate this. My mental health deteriorated badly. This resulted in me becoming delusional and paranoid. I was placed in a men's hostel with 5 other males in the room. Violence and chronic drug use were a daily part of life. I felt totally alone and at times would sleep on the streets. This was a frightening experience for me. I was suicidal and planned my own death.

Thankfully a HSE nurse intervened after realising that I wasn't coping. She phoned my psychiatric consultant & I was taken back to hospital straight away. I have no doubt this saved my life. Upon my request, and with much effort from Fingal Co. Co. & NOVAS, I managed to secure a place as soon as there was availability. The relief I felt was amazing. It was like coming home and I was welcomed with open arms. At last I could smile again. Everybody deserves a quality of life and a second chance.

I would like to share my experience of being housed through the help I've received from NOVAS. I left Whitestown approximately 3 months ago and moved into my home in Malahide. I have to say initially it was very overwhelming as I'd been homeless for nearly 10 years & I has been extremely happy in Whitestown but the staff helped to make the move seamless. They helped me with everything from all the paperwork to the installation of the

household appliances to even acquiring furniture. I found it very hard to adjust as I went from a situation of having support 24 hours a day to being on my own. Today I'm doing very well. My key worker assured me that this would be the case & I trust him 100 per-cent as he never lied to me. I love my home and through the skills I acquired in Whitestown such as cooking, cleaning & self-care, I can finally live independently.

NOVAS continues to support me which I am extremely grateful for. I link in with staff every week and if I have any problems they are always there to help me. I feel that they have gone way above my expectations. NOVAS genuinely changed my life and I can never thank Sharon, Mark and all the team enough. Today I don't live in fear, which I lived in for many years.

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I LOVE MY HOME  
AND THROUGH THE  
SKILLS I ACQUIRED  
IN WHITESTOWN  
SUCH AS COOKING,  
CLEANING & SELF-  
CARE I CAN FINALLY  
LIVE INDEPENDENTLY.



# FUNDRAISING AND VOLUNTEERING

Throughout 2021, volunteers continued to be at the forefront of the NOVAS community, playing a pivotal role in supporting clients throughout the protracted pandemic restrictions. Volunteers operated the Street Outreach on a nightly basis, with demand for the service busier than ever. Every night throughout 2021, as restrictions peaked and troughed, they were a constant in the lives of people reliant on the service for a warm meal, social connection and signposting to additional support. Throughout the year, they distributed more than 16,000 meals at the coalface of the homeless crisis.

Volunteers were also central to the establishment and roll-out of our *From Our Home To Yours* campaign, helping to collect and deliver furniture to low-income households. While spearheaded by staff, we would not have been in a position to help tenants and clients in this way without the support of volunteers.

Our volunteers were also integral to our fundraising endeavours throughout the year. They organised and participated in a range of events, for which we are immensely grateful. Many companies throughout the country provided time, resources and staff to enhance our services and the homes we provide. They are too numerous to mention, but the lives of so many clients have been enhanced by your generosity, and for this we thank you.

At Christmas we held our Annual Sleep-Out. For the first time ever, volunteers and members of the public slept out in Tralee, Co. Kerry and despite the restrictions on socialising at the time, it was a very successful event and continues to be our biggest single fundraising event of the year.



## MARIA'S STORY

I work as a Health and Wellbeing Worker for NOVAS Temporary Emergency Provision services in Limerick City. I work with single adults with a dual diagnosis of addiction and mental health.

As part of my role as Health and Wellbeing Worker, I join the volunteers on the Street Outreach, once a week. My role is to link in with clients from the community, clients in services and those newly homeless. Along with my colleagues from the Intensive Family Support Service, we assist and signpost clients who are looking for support around their physical health, mental health and housing needs. Our role compliments the work that our volunteers do on a nightly basis, providing a warm meal and having a chat with the clients who present.

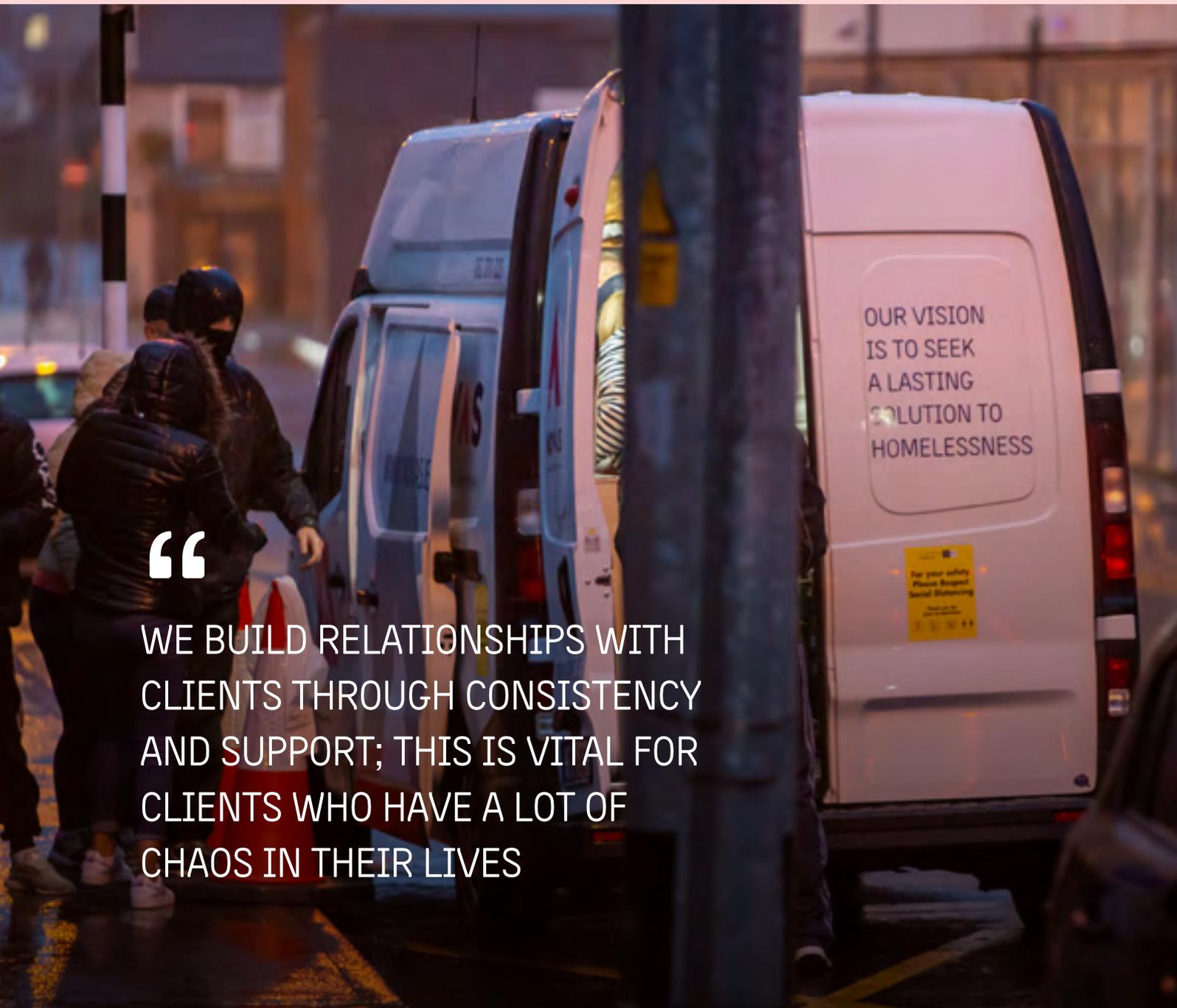
I work with clients with addiction and mental health issues in my role as Health and Wellbeing Worker in TEP and the street outreach aspect provides another level of support for clients attending as my colleague and I can signpost and advocate of behalf of those attending.

The clients that I interact with for the most part have had negative experiences with services in the past and having someone to support them with filling forms and signposting to appropriate services. Having a Health and Wellbeing Worker on site at the Street Outreach on a designated night also means that clients know when they can access support. We build relationships with clients through consistency; this is vital for clients who have a lot of chaos in their lives, as they know that we are there on the same day every week if they need information, support or someone to talk to who will not judge them.

The volunteers that give of their time on a nightly basis 7 days a week, 365 days a year to provide the Street Outreach service, are the heroes. Without them, people who are rough sleeping and those that cannot afford food for themselves would not have access to services at night time. Volunteers are also a fabulous resource as they advise us of people who may need extra support or someone to talk to as they are on the ground every night and build rapport with people accessing the service. They provide a friendly face and chat to clients, building relationships to create a safe and friendly atmosphere. They go above and beyond to support our clients with a vital service. They are the cornerstone of the Street Outreach that allow us to support so many people that we would otherwise not get to link with as they often don't engage with other services.

We support anywhere between 25 to 40 clients per night. It is very busy. The numbers have been steadily increasing since I started in my role as Health and Wellbeing Worker, a reflection of the general rise in people presenting as homeless and the number of people who are struggling with the cost of living crisis. The current economic situation in Ireland has led to more people who are in accommodation in the community to access our services as their money goes primarily towards their rent. The food provided by this service as identified by clients that I interact with may be the only meal that clients have in the day.

We are very fortunate to be able to provide such a vital service to those marginalised in Limerick city.



“

WE BUILD RELATIONSHIPS WITH CLIENTS THROUGH CONSISTENCY AND SUPPORT; THIS IS VITAL FOR CLIENTS WHO HAVE A LOT OF CHAOS IN THEIR LIVES

# GOVERNANCE & FINANCE

## 2021 GOVERNANCE STATEMENT FOR ANNUAL REPORT

NOVAS is fully committed to ensuring and maintaining the highest standards of corporate governance. We achieve this by adhering to codes, standards and principles that promote transparency and equity to all our stakeholders and particularly to the people who access our services. NOVAS sees this as fundamental to the sustainability and performance of our operations.

NOVAS' Board comprises of seven volunteers with backgrounds in, finance, housing, social care, clients' rights, advocacy, planning and human resources.

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### BOARD OF DIRECTORS AS OF DECEMBER 2021

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Greg Maxwell (Chairperson)

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Siobhan Wheeler (Secretary)

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Patrick Claffey

---

Tracy Leonard

---

Michael O'Connell

---

Dian Loposso

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The board meets a minimum of five times per year and in addition has its AGM in July each year. The board has overall responsibility of ensuring the operational functions are in line with best practice and the governance of the organisation meets all its legal and statutory obligations.

The board works closely with the CEO and senior management team to ensure that all policies and procedures are current, reviewed and in line with relevant legislation. In addition, we ensure that annual safety statements and risk audits are undertaken and presented for approval.

Much of the work of the Board is carried out through a number of sub-committees. These consist of directors (in some cases augmented by external non-director members) with the CEO and relevant senior staff attending in an advisory role. They report to the Board and help carry out the Board's responsibilities to oversee the organisation, ensure its financial security, guide its strategic direction and plan for the future. At the end of the year there were five sub-committees that report to the Board of Directors on a regular basis. They meet as often as required.

The sub-committees are:

- > Client's Services
- > Audit and Finance
- > Property and Housing
- > Governance and Personnel
- > Quality, Safety and Compliance
- > Communication and Fundraising (under review)

## DURING THE YEAR

- > the **Client's Services Committee** met four times: its members are Siobhan Wheeler (Chair), Pat Claffey (Board), Ger Lynch (non-director)
- > the **Audit and Finance Committee** met five times: its members are Tracy Leonard (Chair) and Michael O'Connell (Board)
- > the **Property & Housing Committee** met three times; its members are Greg Maxwell (Chair); Michael O'Connell (from 2022)
- > the **Governance and Personnel Committee** met five times: its members are Greg Maxwell (Chair) and Siobhan Wheeler (Board)
- > the **Quality, Safety and Compliance Committee** met three times: its members are Pat Claffey (Chair), Greg Maxwell (Board), and Mary O'Shea (non director)
- > the **Communication and Fundraising Committee** met two times: its role was being reviewed

NOVAS publishes its accounts on an annual basis and submits annual returns to the Company Registration Office.

NOVAS is a company limited by guarantee (CRN 330018) and was incorporated in 2000. In September 2005, it became entirely independent from its founding UK charity company. It is a registered charity (CHY 13390) (RCN 20041533) and an Approved Housing Body. It is compliant with the standards set out by The Charity Regulator in the Charities Governance Code, which have statutory effect from 2020. In addition, it operates the standards of best practice for Approved Housing Bodies.

The Companies Act 2014 came into effect on 1st June 2015 and from then the requirements for the content and presentation of financial reporting for not-for-profit companies changed. NOVAS adopted the reporting standards of FRS 102 (FRS; Financial Reporting Council) for charities to report their financial activities.

NOVAS complies with the requirements set down by The Charity Regulator Authority and the Statement of Guiding Principles for Fundraising created by the organisation Irish Charities Tax Research.

## OPERATIONAL AND REGULATORY STANDARDS

NOVAS' Bellevue House is a residential childcare facility that is registered with Tusla and it is periodically inspected under the National Standards for Children's Residential Centres (HIQA).

NOVAS' Homeless Services are measured against the National Quality Standards Framework for Homeless Services.

All services that receive state funding have a Service Level Arrangement in place and reviews are carried out on an annual basis.

	◀ BOARD MEETINGS	◀ CLIENTS' SERVICES	◀ AUDIT & FINANCE	◀ PROPERTY & HOUSING	◀ GOVERNANCE & PERSONNEL	◀ FUNDRAISING & COMMS	◀ QUALITY, SAFETY & COMPLIANCE	JOINED	RESIGNED
<b>BOARD MEMBERS</b>	<b>SUBCOMMITTEE MEETINGS</b>								
GREG MAXWELL (CHAIR) >	9/9			3/3	5/5		3/3	21.01.16	
SIOBHAN WHEELER (SECRETARY) >	9/9	4/4			5/5			25.10.18	
JUSTIN BROSANAN >	4/4			2/2		2/2		19.03.13	25.09.21
EOIN GALLAGHER >	0/4		0/1					27.07.17	26.05.21
EIMEAR GRIFFIN >	4/4					2/2		27.07.17	09.06.21
TRACY LEONARD >	7/9		5/5					10.12.20	
MICHAEL O'CONNELL >	6/7		5/5					29.04.21	
PATRICK CLAFFEY >	9/9	4/4					3/3	24.01.20	
DIAN TERRY LOPOSSO >	1/1							09.12.21	
<b>SC VOLUNTEERS</b>									
MARY O'SHEA >							3/3		
GER LYNCH >		0/1							

FINANCE

In 2021, the total income generated by Arlington NOVAS Ireland CLG was €14.351M (an increase of 0.7% from 2020). Revenue based Grants received by our organisation from the HSE, Department of Housing, Planning and Local Government and various local authorities amounted to €12.447M (up 0.6% from last year). This represented 86.8% of our total income. Our income remained largely in line with the previous financial year.

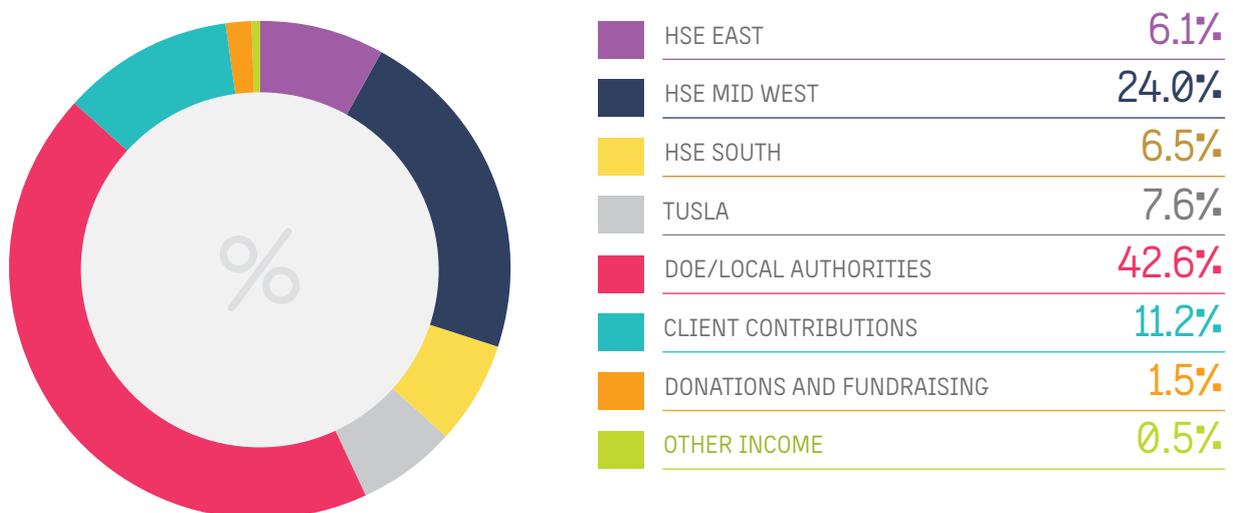
Again, there was no increase in core funding for most of our existing services during the year, despite increases in staff and utility costs. Funding for some of these services remains at lower levels than 2008, which continues to be a major issue, particularly relating to staff retention.

Other income was €1.904M (an increase of 2.0%). This other income consists of contributions from our service users, development levies, return on investments, donations, legacies and fundraising. Due to continued pandemic related restrictions, there were difficulties in respect of collecting client accommodation charges and the ability to fully run our normal fundraising events.

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

Set out below is a breakdown of our income for 2021 by source.

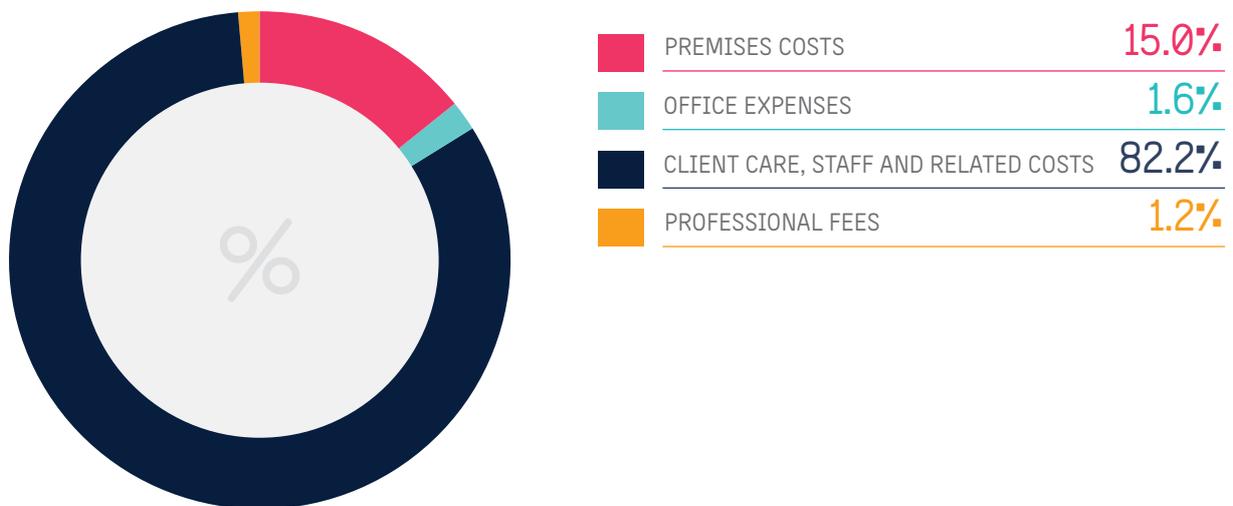
### BREAKDOWN OF INCOME 2021



We continued to prudently manage services, with the support of our staff and suppliers. Client care and staffing related costs comprised more than 82% of our overall expenditure, while costs associated with housing, both long-term and short-term accounted for 15%. Costs were again seriously impacted by the pandemic, in particular in the areas of staffing, cleaning and maintenance.

Set out below is a breakdown of the expenditure for 2021.

## BREAKDOWN OF EXPENDITURE 2021



In summary, there was a surplus of €580k (2020 - €773k) in income over expenditure before transfers to the property sinking fund. Any surpluses we attain are reinvested in our services.

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 Audit and Finance Committee met on five occasions during 2021.

In 2022, we will continue to purchase and develop properties to provide long-term housing for individuals and families, as indicated in our strategic plan.

## Arlington NOVAS Ireland Company Limited by Guarantee

### STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER 2021

	2021	2020
	€	€
INCOME	14,310,704	14,242,360
ADMINISTRATIVE EXPENSES	(13,684,042)	(13,376,784)
OPERATING SURPLUS	626,662	865,576
INTEREST RECEIVABLE AND SIMILAR INCOME	40,790	5
INTEREST PAYABLE AND SIMILAR EXPENSES	(87,083)	(92,713)
SURPLUS BEFORE TAX	580,369	772,868
SURPLUS FOR THE FINANCIAL YEAR	580,369	772,868
OTHER COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR		
UTILISATION OF DESIGNATED FUNDS	(20,929)	-
OTHER COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR	(20,929)	-
TOTAL COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR	559,440	772,868

There were no recognised gains or losses for 2021 and 2020 other than those included in the statement of comprehensive income.

All amounts relate to continuing operations

Signed on behalf of the board:

**Greg Maxwell**

CHAIRPERSON

28 July 2022

**Siobhan Wheeler**

DIRECTOR

28 July 2022

## Arlington NOVAS Ireland Company Limited by Guarantee

## BALANCE SHEET

AS AT 31 DECEMBER 2021

	2021	2020
	€	€
<b>FIXED ASSETS</b>		
TANGIBLE ASSETS	70,860	39,023
TANGIBLE ASSETS - HOUSING PROPERTIES	38,712,445	37,101,490
FINANCIAL ASSETS	537,892	497,843
	<u>39,321,197</u>	<u>37,638,356</u>
<b>CURRENT ASSETS</b>		
DEBTORS	1,137,442	462,207
CASH AT BANK AND IN HAND	6,135,435	6,721,113
	<u>7,272,877</u>	<u>7,183,320</u>
CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR	(1,554,803)	(1,272,866)
NET CURRENT ASSETS	<u>5,718,074</u>	<u>5,910,454</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>45,039,271</b>	<b>43,548,810</b>
CREDITORS : AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR	(34,172,832)	(33,223,587)
GRANTS	(2,092,785)	(2,120,322)
<b>PROVISIONS FOR LIABILITIES</b>		
OTHER PROVISIONS	(170,287)	(160,974)
<b>NET ASSETS</b>	<b><u>8,603,367</u></b>	<b><u>8,043,927</u></b>
<b>CAPITAL AND RESERVES</b>		
RESTRICTED FUND	0	480,976
DESIGNATED FUND	3,186,540	2,819,260
PROFIT AND LOSS ACCOUNT	5,416,827	4,743,691
	<u>8,603,367</u>	<u>8,043,927</u>

The financial statements were approved by the board and signed on its behalf by:

**Greg Maxwell**

CHAIRPERSON

28 July 2022

**Siobhan Wheeler**

DIRECTOR

28 July 2022



## FRIENDS & PARTNERS





THE 2021 ANNUAL REPORT IS DEDICATED TO THE MEMORY OF JOE MCGARRY.

JOE, WHO PASSED AWAY IN EARLY 2022, FOUNDED NOVAS IN IRELAND. HAVING BEEN HOMELESSNESS HIMSELF FOR MANY YEARS, HE USED HIS LIVED EXPERIENCE TO DEVELOP SERVICES THAT SUPPORTED SOME OF THE MOST MARGINALISED PEOPLE IN OUR SOCIETY.

HE CONTINUES TO BE AN INSPIRATION TO ALL OF US WHO WORK AND VOLUNTEER WITH NOVAS.



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