

ANNUAL REPORT 2018

“ It’s not just about giving people practical things or supplies for survival. It’s about *believing* in them.



The Salvation Army
REPUBLIC OF IRELAND



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Please note: This document includes photographs of clients and volunteers. In some cases, to protect the privacy of our clients, stock images have also been used.



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Foreword

The demand for services continues to be high and the need to provide high-quality provision is expected at all levels. We continue to respond to need, and minister in God's name to the whosoever.

Mission to the least and lost is the reason for our existence and we seek to reach out in order to share the love of God with all people. For many this is often seen in a very practical way with the provision of accommodation and support services, and we cannot achieve this without the commitment and dedication of a qualified and competent staff team.

It is my privilege to work alongside individuals who give and give in response to the wide and varied needs presented and who, in practical ways, show that people are loved and valued. Jesus reached out to the marginalised and the lost. We seek to do the same and, in doing so, seek to see His Kingdom grow.

We are indebted to all who choose to work out their career and vocation through

The Salvation Army. We acknowledge their commitment, dedication and desire to see lives transformed, relationships established and independence achieved.



Together we move forward to new challenges and new opportunities, and we continue to encourage individuals to reach their God-given potential.

God bless,

PAUL KINGSCOTT

*Divisional Commander
and Managing Director, Ireland*

“ The truth is that homelessness strips people of so much – and we work to rebuild and teach those things again.



Claudia · GRANBY CENTRE

My name is Claudia. I'm a mother of two: a 7-year-old and a 16-year-old. I started with The Salvation Army 18 months ago. I did a lot of volunteer work in the past and I worked as a carer for the elderly. I love my role as a Key Worker. I always knew I wanted to do work that would help vulnerable people. I was brought up that way: my mam and dad always taught me to give.

Every day is different in my job. We have a lot of people on Short-Term Living programmes. The big focus for us there is teaching life skills. It includes all those things that might seem basic to you – unless, of course, you've been homeless for a time. The truth is that homelessness strips people of so much – and we work to rebuild and teach those things again. We prompt people to clean their beds, to brush their teeth, to take a shower. Homelessness takes these things away from people. We work to bring these things back.

Recently, a client came from the streets. He was given a room. We have over 100 residents here, so we were really busy the day we were getting this man settled in. We gave him a duvet, we showed him his room, we gave him his few

supplies. Then we moved on to cater to the next person. You can imagine that we have to move quickly in this job! A couple of days later, I was doing the routine checks and I went to this man's room. The bed wasn't dressed. None of the plates or cups had been touched. I said to the man: 'Where are your things? Did you not use the duvet or the cups or anything?' He was just shaking his head, saying: 'No, I'm OK. I have my sleeping bag.' We ended up having a long chat and what he said was that he couldn't really *handle* having those things. He's so used to the sleeping bag, he's so used to sleeping in a laneway – he doesn't know how to have his own room or cup or toothbrush. So we talked through all that. And it's not easy for him, but he's coming around. Now he knows

that he can have a cup in his room. We have cups in the canteen, but he can also have his own cup in his own room. We're reminding him that he can use the duvet – that's *his* now. We're telling him that he's *worth* it. It has taken a little while but he has now, eventually, put away the sleeping bag and is using his duvet. We actually went together to the skip with the manky old sleeping bag! It was like a big ceremony getting rid of it. I'm trying to get him to look me in the eye and I'm saying to him: 'Let's put this away now. You won't live in that sleeping bag any more.' The trust in these moments is huge.

“ He was so emotional when we gave him some clean clothes.

Recently, the day came when this man was finally ready to accept some new clothes. He was so emotional when we gave him some clean clothes. At the moment, he's sleeping in those clothes. He's not willing to let them go. He doesn't feel ready to trust that if he takes those clothes off his body at night they'll still be there in the morning. We're coaxing him and we're hopeful. We're telling him that, for now, of course he can sleep in his clothes. And whenever he's ready, we'll get a pair of pyjamas just for him. That'll be another breakthrough.

Our aim is to help people move from surviving to living. We start with the practical things – we make sure there's food here every day, clothes for people, and staff to keep things running. But there's more to it than that. When people have been homeless for a time, they can get very disconnected. They're not used to being in community: they're used to being on their own. We understand that – and we let people come at their own pace. We keep the routine going, no matter what. We have tea breaks in the canteen, we have cooking classes, we have games nights. We're consistent with the programme, so people start trusting. Even if it takes time, people come around. They start joining in.

In Ireland, people are good at reaching out. All the homelessness services really need help, though. We need urgent help and we are trying to get that message across. The tough thing is when people assume 'someone else' is looking after 'the

homeless'. Don't leave it to someone else. Don't assume people are being looked after.

It's important to have faith in people. It's not just about giving people practical things or supplies for survival. It's about *believing* in them. We had a girl here, who has since moved on, who was very challenging with her behaviours when we first met. She was just terrified, really. She'd had a tough road in life and she was only young. But you could see the emotion behind it – deep pain and loss. It took a lot of time, energy, work and faith ... but she is flourishing now. I often think of her. There would have been a lot of labels put on that young girl – just by her appearance and her behaviours. But underneath all the issues, there was this beautiful person. You have to see beyond the raggy clothes or the tough behaviours. That girl got back into education and she keeps on going and going. She's in college now, studying law. We are full of hope for a happy life for her.

We meet people where they are. Acceptance and love are what people need most. When someone becomes homeless and everything's been taken and everything's been lost, the last thing they need is judgement. We don't come at people with a list of rules and risk assessments. You have to treat people with gentleness. It's the same for every human being. We need to be accepted for who we are, not for what's happened to us.

Sometimes the strongholds in our own minds are our worst enemies. I sometimes wish there was a button I could press for people to see the goodness. You can call it universal goodness, light, God, the soul – whatever you want to call it yourself. I just wish sometimes I could press a button and get people to see this goodness within themselves, to see it in an instant and to believe it. But mindsets don't work like that. So we just keep showing up and doing the work and we all rebuild each other bit by bit.

Of course, it'll never make the headlines when people recover and go on to live an 'ordinary life'. I often think: *What's your definition of 'ordinary'?* For someone to come from what they've come from, and to build a so-called 'ordinary life' for themselves, with a home and a job and a cup and a duvet – and even some pyjamas – that is heroic! It takes everyone trying, everyone working, everyone believing and a thousand tiny breakthroughs along the way.

In 2018 at the Granby Centre:



12,748 clients were seen through SafetyNet



Over 50,000 hot meals were served



Over 76,650 cups of tea were served.



“ But we also give people that bit of time and space to come to grips with their story – whatever it has been. We show people respect and empathy so that they can share their stories and so that we can help.

Martin · YORK HOUSE

My name is Martin. I'm originally from Wales and I've been working with The Salvation Army for 11 years. My work is broad. Like the Key Workers, I have quite a bit of interaction and intervention with the residents. Often I'll take residents to appointments. Many of our residents have mobility issues, so I'll accompany them if they need to go to hospital or to the doctor. I also help and advocate for residents when they have appointments with Social Welfare Services. Advocacy is an important aspect of my role.

A lot of my work takes place at York House. I do the daily checks on rooms and inspect the overall premises every week as part of the weekly environmental check. I help the support workers with paperwork and whatever else might be needed. I organise Quiz Night every Thursday, which involves writing the questions, buying the prizes and being MC. I also organise and host Bingo Night every Tuesday. As I said, it's a really diverse role! Really, we're creating the environment of what every home should be. We are building routine and finding ways to keep everyone in good spirits.

I like the practical and social dimension of work at The Salvation Army. I believe in Christian values. I wanted to uphold these values and live my life within those parameters. For me, this work feels like Christianity in action. When it comes to social issues, there can be a lot of talk – but I wanted to do the *work*.

Before I worked with homeless people, I had never seen up-close the experience of homelessness. It was a whole new world. I came to understand the diversity of the needs of homeless people. It's not simply about people sleeping on the streets or having nowhere to

“ When it comes to social issues, there can be a lot of talk – but I wanted to do the *work*.

go. It's not a geographic thing. It's a situation created by many factors. People can have issues in relation to health, family and money. Every one of us will have social and personal issues to work through in life. It's just that, for some people, those issues have amounted to a situation where they are now homeless. The issues are the same: they just amount to something different because that person's context is different.

There are misfortunes in life for many of us. One resident shared with me a story from when he was seven years old. He was out playing on the street in a residential area in Dublin. His brother was four years old, playing with him. The younger brother was hit by a truck and died. The mother blamed the boy who was seven. She accused this older boy of not minding his younger brother properly. Much later in life, as an older man, this resident could trace everything back to that one fateful day and that one horrible accident. The boys were in the wrong place at the wrong time. That man experienced deep loss and bereavement. He was blamed for an accident and he carried that shame for much of his life. He believed his mother when she said it was his fault. He made bad choices after that. Addiction and schizophrenia overshadowed much of his adult life. He sought pain relief in the wrong places. The pain was a crippling shame – a belief that there was something bad and horrible at his core. But actually, with time and help, he could see that he and his brother were two children playing on the street that day, as innocent as could be. They were both victims of that terrible accident – it's just that some wounds aren't as visible as others.

I felt privileged when the man shared that story with me. He told me later that it was a turning point in his life to be able to speak his truth. It was a huge moment for me too and I didn't see it coming. It was just an ordinary day and, for whatever reason, the story arose. After all that time, the man was able to open up. And I was there to bear witness and to support him. It was a reminder to me that this is why we show up for people. Show up and be truly present – because you never know when you might be needed.

I hope that we're at a turning point in Ireland in our understanding of homelessness. People

have been marginalised for so long. There's a lot of stereotyping. It's easy for people to look at a homeless person and say: 'Well, if they weren't drinking or injecting drugs, they wouldn't be homeless in the first place.' But you have to consider people like the man thinking back to terrible pain he felt as a seven-year-old boy. You don't know what's led to people being homeless. It's easy to see the symptoms but you need to look at the cause.

From time to time, we hear a simplistic view of things. The misconception is that, if we just find accommodation for people, this will eradicate homelessness. You can rehouse a person but that does not mean that they will be able to cope. If we actually want to improve the conditions of a person's life, we need to work on all the personal, underlying issues. Homelessness is not simply a lack of accommodation. Family, community and the notion of 'home' are not automatically switched on if we have a key to a front door. The work of homelessness services is much richer and deeper. We provide the practical things. But we also give people that bit of time and space to come to grips with their story – whatever it has been. We show people respect and empathy so that they can share their stories and so that we can help.

In 2018 at York House:
Cooking classes, Quiz Nights and Bingo Nights were our most popular events on the monthly calendar.




44 cooking classes took place with a total attendance of **273**



47 Quiz Nights took place with a total attendance of **251**



8 residents moved on to independent living.



“ What we *can* do is show up for people, be real, give them the resources we have, and keep trying to do the right thing. We work hard and we stay hopeful.

Hannah · ST BRICIN'S

My name is Hannah. I'm 20 years old and I'm from Dublin city centre. I'm currently taking time out from my studies to do relief work at St Bricin's, which is our night shelter. I usually work the evening shift – 6 p.m. to 11 p.m. There are about 25 men in the shelter here every night. Most of the men have a 'rolling bed', which means every evening there's a bed here for them. There are also a few beds left for 'one night only' stays, when people call the helpline number.

We know in advance who's coming in each night. The first bus arrives around 6:30 p.m. and we walk out to greet the men off the bus. If there's a new person who phoned the helpline that day, I go out to greet this person and introduce them to the group. With the regulars, we build up friendships over time. Some of the men have characteristic handshakes – they'll do a fist-pump or something to greet you when they come off the bus. They're lovely men. They're happy to be coming here. They know us and we know them. We know their triggers, their struggles and all they're going through. Once we've had our

greetings and everyone's inside, we make tea and sandwiches and have a chat. The men can have a shower and watch TV for a little while, if they like. It's lights-out at 10 p.m. and staff are here throughout the night.

We try to make the atmosphere homely. The men usually call each other 'neighbour'. It does my heart good to see them mingling. They go out on the bus in the daytime and they stay together. They have crazy experiences. They don't have an easy time of it but I'm always amazed how they can find ways to laugh and to look out for each other.

“ Homelessness affects so many different people from different backgrounds. It’s scary to think of the number of people in Dublin who are struggling with the cost of accommodation. Rents get so high that people have to move. Families are being uprooted all the time.

You’ll always remember people’s faces, even the ‘one night only’ people. So when I’m out in the city and I’m not at work, I try to keep an eye out for the homeless people on the streets. When I meet people, I make sure to stop – if it’s only for two minutes – and ask them how their day was. Just a quick chat and bit of eye contact. We’re all human and we all need that.

You never know what people have been through. Recently I met a young lad here. He’s even younger than I am – he’s only 18. He has been through so much already. Some of the people who use our services are so young and they’ve experienced such deep trauma in their lives already. We want to be here for those young people and listen to their stories. I feel privileged when people engage with us that way. Whatever has happened to people in life, it’s vital that they know we are here to listen and to help.

Homelessness affects so many different people from different backgrounds. It’s scary to think of the number of people in Dublin who are struggling with the cost of accommodation. Rents get so high that people have to move. Families are being uprooted all the time. It’s illegal to have a rent increase of more than 4% a year. But there are landlords who really take advantage of people and find ways around the law. They pretend they’re selling their property, just to get one family out – and then they increase the rent for the next family coming in. There are so many people using our services who have worked hard all their lives but the idea of them ever owning their own home is completely unreachable, unless something major changes in Irish society.

Some days you wish you had a magic wand and you could change all these things overnight. But you have to be honest. Our residents don’t want people sugar-coating things and just saying the right thing. If they’re coming to the night shelter, they are really in the throes of very difficult circumstances. I regularly get asked questions for which I wish I had solutions, but I don’t. But we do what we can here. What we *can* do is show up for people, be real, give them the resources we have, and keep trying to do the right thing. We work hard and we stay hopeful.

In 2018 at St Bricin’s:



‘One night only’ accommodation evolved to include ‘rolling beds’ – **311 beds** were used for more than one night, creating a great sense of safety and community in the shelter.



The **Irish Defence Forces** provided our men with **9,125 meals** (sandwiches, rashers and eggs).



We made **3,756 bus runs**, covering a total of 12,629 km.



“ Our goal is to support them in every area of their lives and to prepare them for a time when they will move on to long-term accommodation.

Sharon · LEFROY HOUSE SUPPORT FLATS

My name is Sharon. I work at the Support Flats Aftercare Service in Lefroy House. Here we provide six short-term flats to young people who might have a history of state care and who need support to prepare them for independent living. Young people are referred to our Aftercare Service through the Social Work Department.

Many of the young people we meet come from a background of family breakdown. A lot of the time, these young people have one or both parents who have issues with drugs, alcohol or mental health and the majority have been in state care for a number of years before they are referred to our service. When young people come to stay at the flats, they're very much encouraged to stay in education and training. Our goal is to support them in every area of their lives and to prepare them for a time when they will move on to long-term accommodation.

and we also work to prepare them for moving on. The current group of young people are in education and training: some are doing their Leaving Certificate, one is hoping to do a Pre-Nursing course and studied Business last year, another is doing a degree in Social Care.

Recently, with the Capital Assistance Scheme (CAS) we were able to support one young person to move into a flat to live independently. We have a couple of young people who are very much ready to move on from here but there's no suitable place for them to go. That's a very disappointing situation because these young people have worked really hard to stay in education and training. Unfortunately, with the current housing crisis, it's harder and harder for these young people to find their own long-term accommodation. Therefore, we are keeping them longer: we do not believe in releasing kids into homelessness.

Young people who've stayed here in the past will keep in touch with us. They're like any other young people trying to make their way in the world. Sometimes they'll hit a rough patch and they'll come back to see us to talk things through and figure things out. It's great to be here for them and to give them that support. Most of the young people will stay in touch with us either way. We see each other as family so we check in on each other. It's not unusual to hear a knock at the door here any day: one of the young people will just pop in for a visit, we'll put the kettle on and catch up on the latest news. They know that, wherever they go, we're always here for them.

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In supporting the young people here, mental health is a huge priority. When you consider the backgrounds that these young people have come from, it's not surprising that we need to be very mindful of their mental health. We provide ongoing emotional and practical support and also encourage them to engage with external professional support services. Our young people can stay with us until they're 21 years old. They try their best to succeed. Some need more support than others. They are open to accepting any support we can give them.

The service has really evolved over the years. We support the young people while they're here,






















LEFROY HOUSE SUPPORT FLATS

In 2018 there were six residents at the Lefroy House Support Flats. They received the following support sessions:

Resident 1	20 sessions
Resident 2	35 sessions
Resident 3	44 sessions
Resident 4	34 sessions
Resident 5	44 sessions
Resident 6	42 sessions

NIGHTLIGHT

In 2018 the number of young people accessing our Nightlight service was:

	Male	Female
January 2018	5 	1 
February 2018	7 	1 
March 2018	4 	4 
April 2018	3 	1 
May 2018	11 	0
June 2018	3 	4 
July 2018	3 	2 
August 2018	8 	0
September 2018	2 	0
October 2018	2 	2 
November 2018	4 	1 
December 2018	9 	1 
Total	61	17

How long did these young people stay at Nightlight?



Where did these young people go after Nightlight?



What age were the young people who accessed Nightlight?





In 2018 at Clonard Family Hub:



Accommodation was provided for **24** families at any one time



15 families moved on to independent living



We supported families on **110 viewings** for move-on accommodation.

John · CLONARD ROAD FAMILY HUB

My name is John. I'm from the northside of Dublin. I've been working with The Salvation Army for about 18 months. From Day One, I've worked in the Family Hub. Day-to-day, I do whatever is required: everything from getting the teaspoons bought, to getting the families moved in.

I really love coming to work. Actually, it doesn't feel like a workplace: we're a family. I'm grateful every day. Of course, you always want to do more and more – you wish you were eradicating homelessness altogether. The needs are huge. But you're glad you're doing what you're doing. You know, at the end of the day, that at least you've added to the greater good.

Years ago I worked on the building sites. I was a scaffolder then. Maybe I still am! The work environment can feel like a building site – in a good way, though. You're on ground level, you've got to work hard and give all your energy, and it can feel messy there at times. But you are part of something bigger and you are helping to build things. It's work that really amounts to something in the end.

The Family Hubs are amazing places. They are full of the clamour and bustle and energy you'd find in any home. The children feel so safe here and that makes everyone feel great. I got a real reminder of that the last time I came back from

annual leave. I was only away for a little while but the greeting I got was unreal from one of the little fellas in a family living here. As I came to the door, he was making his way up the stairs. I was standing in the doorway saying my hellos to the family and I get this huge smile from the little fella, who's now on the third step of the stairs. He says, 'Howaya John, I haven't seen you in ages.' Then, before I could even reply, he just jumps off the step and into my arms! I was holding on to him for dear life. We're always so conscious of safety, especially with the kids. So I start gently nagging, 'You've gotta be careful on those steps – don't jump off stairs like that, sure you won't? We have to keep you safe.' And he just looks at me, without missing a beat, and he says, 'Ah, you won't let anything happen to me.' That is a child who feels very safe and happy in the Family Hub. That is why we do the work we do.

We've another family who came over from Bournemouth in the UK – none of them had a word of English. They are only in Ireland

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about four or five months and their progress is unbelievable. We got them linked up with English lessons. They are working so hard at the language and at everything else. They are taking every opportunity. We have full conversations in English now. It turns out they're really chatty people – who would have known? We had a joke the other day. I can't even remember what it was about. But one of the kids observed something funny and he was able to express it, and he gave us all a good laugh. It's a great thing to create an environment where jokes and stories can be enjoyed. That entire family are speaking fluently now. I tell them they're picking up a lovely Irish accent here! The father of that family is employed here now too. They are moving in leaps and bounds. They just needed that little help at the start.

The language barrier is a good metaphor for homelessness, actually. Homelessness is like any other barrier: it gets in the way of human connection. You know yourself, when you go on holidays and there's a language barrier – every small thing that other people take for granted is really hard for you. You don't know how things work, you don't know where to go, you don't even know how to ask to find out how things work. It takes such persistence to just get one ordinary thing done. And you're relying on strangers and their kindness. Homelessness is like that for people – except the feeling is multiplied by 1,000.

We've helped a huge number of people move on from the Family Hub. It's proof that it works. The Family Hub is a stopping place for a time. And if we get a chance to do this work, it can be such a springboard. My particular worry is for the young adolescents – the kids under 16. They need a lot of help and support when they're younger so that there's not total devastation when they're older. There's this fantastic process we go through, and there are amazing social workers we're linked into. But so many children in Ireland are not getting their needs met. This is a tender time in their lives. Where is that going to leave them? Where is it going to leave us – all of us – as a society? We need to help these kids and we need to help them *now*, because you reap what you sow.

In general, people in Ireland are clued in about homelessness. There is a lot of kindness. But we need to keep working to reach those people in

society who, unfortunately, don't understand the issue and who need a bit of education on that. It's the homeless kids who suffer. Children are very aware of their own circumstances. Particularly in school and in groups, children just want to fit in. There can be a lot of stigma around homelessness. In the Family Hubs unfortunately we can't have children's friends or cousins, for example, coming for sleepovers. It can't be like a regular home in that respect. And it can be hard to explain that to the kids. They're made to feel different because they're living in the Family Hub for a time. They can't have some of those ordinary events that happen in regular homes. They're wonderful children. They make friends easily. But there is that stigma put on them, through no fault of their own. That's very hard on kids.

The Family Hubs are only supposed to be short-term: every family needs their own home. But when we meet these families first, they're usually coming from homelessness services – maybe hotels or B&Bs. When they get to stay for a little while in the Family Hub, the difference is amazing. You can see the progress – every single day things improve. Even 10 days or two weeks after they move in, there's such a difference in people. They feel safe. They feel secure. They start sleeping better, eating better, walking that little bit taller. We see those changes in under two weeks. The rebuilding is starting already.

If I could communicate one thing that's so important for people to know, it's that homelessness could happen to any of us. Homelessness can come into your life in exactly the same way that bad health can come into your life. Nobody is totally immune. Any one of us could need the services of The Salvation Army. The people in the Family Hubs are just like myself or yourself. We meet so many people who worked hard for years, just trying to live their lives and make the rent, but things start to unravel for them. They can't quite make the rent, they fall behind in bills, the pressure gets too much. Maybe the landlord decides to increase the rent or sell the property for top dollar – a family has no choice about that. They have a few weeks and they're out on the streets. They've nowhere to go. That could be any of us in Ireland.

The philosophy we stand by is that you give people the respect and love that they need – the exact same respect and love *you* would need if it was you and your family in that situation. We honour people's dignity. We show them respect and love. Everything flows from that.



Gillian · GREENCASTLE FAMILY HUB

My name is Gillian. I've been working with The Salvation Army for about 18 months. People sometimes ask me what the daily routine is like but it's hard to describe. Every day is different because every family I meet is different. Some families I meet are used to being independent, so I just support them with admin duties such as form-filling. Other families need a lot of support.

Some of our clients are young women who've never lived on their own before, so things can be intimidating for them. They might not have independent living skills that some of us take for granted from a young age. Maybe we need to show them how to boil an egg, for instance. In learning those simple things, people come to realise that they can be independent. They learn that they can take care of themselves.

As much as we try, it's not a 'normal' living environment for people here. It's a temporary living situation, so there's a bit of a balancing act involved. We encourage families to settle in enough so that they know they have a stable base – but this is all with the aim of moving them into their own place in the future. We understand

people are scared and they've been through a lot. We do our best to bring kindness into their lives.

When you first meet clients, they can really have their guard up. But they come here and, little by little, they start to feel safer. Routine is a massive part of that. The little things matter. If I'm on the evening shift, I try to time my break so that I can be in the dining room when the clients are eating. There's something about having a meal – or even just a tea break – with people on a regular basis. It opens up the space for conversation. The children in particular love that bit of normal routine. Sometimes I'll say to them: 'Could you give me a hand cleaning up the table after dinner?' And they love that. Even if they just wipe one table and they get their deserved praise



The people who use our services are good, decent people who've fallen on hard times.

for that, it normalises the environment for them and they know that they've helped. We're all looking for that connection in life. We just want to feel that there's a place for us and a role for us. We all need to be reminded that we matter.

Of course, there can be challenging behaviours. There was a girl I worked with in Crumlin last year. She had a lot of issues. She was wild but she really had a big heart. There were always social workers involved in this girl's life. She had amazing qualities as a person but she'd experienced a lot of harsh things. She was so angry. She was self-harming. I'd never seen that before and I was shocked by it. There was a lot going on behind all that chaos. We had good days and bad – but there's always hope. Little by little, her situation improved. In the end, a lot of what it came down to was that this girl needed nurturing and praise and patience. We found a way to work through things and she has grown so beautifully. She's going to study Social Care in college now. She's becoming so independent. She has a lot to give.

It's an amazing thing when people move into their own place. A family moved out recently and we'll be keeping in touch with them. We're already hearing great things about their progress. This proves what we already know. People just need a bit of help at the start and then they can really flourish. If you give people a stable environment and a little space to make a plan, you'd be amazed what good things can grow from that.

We've had such success with the Family Hubs. When the good stories start to get through, people can see the real value of what happens here. Of course, there is still a lot of stigma around homelessness. When we opened our centre here, some of the local people were very worried about anti-social behaviour. But it's just not the case. The people who use our services are good, decent people who've fallen on hard times. By and large, people see this as a short-term solution. They are here to get some help so that they can get back on their feet as quickly as possible. They want to live a normal life. All they need is a bit of time and space to figure things out.

Every day at work is a massive reminder for me that homelessness could happen to any of us. Things are very tough for so many families. People are making ends meet, but only just. Every day you hear of another eviction. It shouldn't be the case in this century. It's especially awful when you see intergenerational homelessness. We've got to do more to break that cycle. People experience their childhood as homeless, and then they become adults who are homeless, and then they have children who are homeless. As a society, we've got to give people whatever they need so that we all can stop that cycle.

It can be difficult for the families here to face the judgement and the stigma around homelessness. The way I look at it, empathy is everything. I've had my own struggles in life. I'm divorced and I raised four boys on my own. We're all human and we all go through things. Everyone's path in life is different and everyone deserves a roof over their head.

In 2018 at Greencastle Family Hub:



Accommodation was provided for **41** families



12 families moved on to independent living



We supported families on **158** viewings for move-on accommodation.



“ It doesn't matter where you're from in the world, what your sexuality is, what language you speak, whether or not you have a home: whatever your situation is or has been, you are welcome here.

Tim · DUBLIN CITY CORPS

My name is Tim. My wife, Charlotte, and I work as Salvation Army Officers. We've lived in Ireland for two years. We're leaders of the church in Dublin city centre. We're in a unique situation as a church at the moment, as we're homeless: we haven't got our own church building. We're relying on people to give us spaces to use for our congregation. But it's amazing how when we come together there is such a feeling of family.

Our church family includes 15 different nationalities. We have different backgrounds, food, clothes, accents. And yet, when we're together, we really connect. We love to have fun together, laugh, pray, worship. Nobody is excluded on any grounds. It doesn't matter where you're from in the world, what your sexuality is, what language you speak, whether or not you have a home: whatever your situation is or has been, you are welcome here. Every single person has incredible worth. Diversity is beautiful, and every single one of us has something unique to contribute to community.

Historically, there's been a view that homeless people are homeless because it's their own fault: they've done something to create that situation. There's been a shift in Ireland and there's much more understanding about the issue now. Families become homeless because someone loses their job or because a relationship breaks down. Poor governance is a massive part of the problem: it's society, not individual people. There is a lack of social housing. Rents have spiralled out of control. There has been little regulation of landlords to ensure that families can still afford their homes.

Things can go wrong in life. We all have loss, grief and pain. And any one of us could end up turning to things that are really destructive: alcohol, drugs or bad relationships. Alcohol in particular brings a lot of hardship to families and communities in Ireland. A lot of the time, the basic issue is that people are not being heard. People need to be listened to.

I don't think it's right for us to presume what a person's needs are. We just need to listen – that's always the starting point. We don't wade in with advice. We help people to make their own choices about the things *they* want for the

future. We help people to find power again for themselves, to make good choices and to create change, and to take good steps forward. We encourage, we empower and we try to restore a lot of those things that might have been lost. We're all human. Homelessness strips people of so much of their humanity. At The Salvation Army, we work together to find the humanity again. Human beings are incredible. They have a huge amount of capacity and potential. And if they have support, love and friendship in their lives, anything is possible.

Dublin City Corps:

130

130 years of continuous service in the city centre of Dublin



15 nationalities represented in the church family



45 regular attenders



7 young people from the US made a mission trip to Dublin in 2018



3 Gap-Year students confirmed for 2019/20.



“ Relationship breakdown is a huge part of the story for many homeless people. And that could happen to any of us.

Ashley · DUBLIN SOUTH CORPS

My name is Ashley. I work as a Salvation Army Officer. Previously, I worked as an engineer and as a teacher. And I've another enormous job on the horizon – I'm soon to become a father. I'm very excited about that. When I was growing up, my family attended services at The Salvation Army, so I've always been familiar with the music groups, the community projects and the other ways that we get together.

'Community' is one of the most important words in my job. We run parent-toddler groups, senior citizen groups and lots of other community programmes. It's all about opening doors and providing a safe place for people to get together, socialise and feel supported. Since The Salvation Army is known internationally, many people who are new to Ireland will seek us out and stop by. They know it's a friendly place where people can meet and help each other to settle in.

There are needs all around us. Homelessness is a major problem, especially in Dublin. Every situation is unique and nuanced. The people living in Salvation Army centres are

from very different backgrounds, and they find themselves experiencing homelessness at this point in their lives.

When we try to understand homelessness, we think of the practical things that might be obvious causes. We can say that this person is homeless because they got into financial difficulties or because they couldn't find work. In fact, the reasons can be more complex and subtle. People find themselves in marriages that don't work out. They might have a disagreement with family members and the isolation grows. Bit by bit, they become very disconnected. Relationship breakdown is a huge

Dublin South Corps:



Over **500** cups of tea served to senior citizens attending our weekly CAMEO group (Come And Meet Each Other)



Over **100** children regularly attending community groups for young families



Over **100** different Bible-based craft activities prepared for children attending community groups.

part of the story for many homeless people. And that could happen to any of us.

There's no doubt about it, we often meet people in dire circumstances. A lot of young adults we meet are very vulnerable and their stories are heart-breaking. But we do our best to meet their needs. We offer support, time, friendship and as much practical help as we can. We want to help people rebuild their lives. Whatever we go through in life, we have to keep the hope that we can rebuild our lives. And people do just that – all the time. It's amazing how, with a bit of encouragement and a bit of support, people find their independence. They get back on their feet and they can go out into the world again and really flourish.

“ Be kind. It doesn't cost anything.

In the work that we do, we always want to walk alongside people in whatever experiences they're facing. When I worked at York House, we had some residents with serious health problems. I'd make the hospital visits regularly to see them. We've had bereavements too – much more often than we'd like to see, of

course. We organise memorial services for any residents who pass away. It's important to gather together to celebrate the life of a person who has passed. We all get to know each other so well in the centres, so the losses are felt very deeply by everyone. People care.

Life at the centres can be chaotic and difficult, but we always want to be there for people. There are days when the work takes its toll – but there are crazy, funny, uplifting moments too. There are tears but there's a lot of laughter.

Every day is different and we just roll with the punches. Last Christmas, for the Clonard Road party, I was told I was playing Santa and that there'd be an outfit ready for me. Of course, it was one of those days when nothing seemed to go the way we expected. So I arrive and there's no Santa suit: there's nothing but a flimsy little white beard and a red jacket with no buttons. We're thinking: *How do we pull this off?* Now, I'm not exactly the same build as Santa ... so the team members are doing everything they can to make me look plump and festive for my big arrival. They bundle me into a stock room. One of them grabs the masking tape and another one arrives with some pillows. They're strapping all this stuff onto me to fatten me up, and they're tying the red jacket on with some leftover tinsel! And you know, it actually feels like it's starting to come together ... until we look at my legs. Two skinny legs poking out from under this stuffed jacket. I look like a shiny red apple on a couple of toothpicks! But it's showtime, and we are *making* this Santa visit happen for these children. I go out, I make my grand entrance and the kids just explode laughing at me. They recognise me straight away. They're not buying any of it! They tell me my costume is the *worst* they've ever seen. But, bless them, they know we've made our best effort. OK, we couldn't manage to get the real Santa to visit that particular day – and my dress-up effort wasn't the best – but we still had a brilliant Christmas party.

This is the thing about making an effort. You've no idea how much it's going to mean to people. I always want to remind people of that when they meet other men and women sleeping rough. Be kind. It doesn't cost anything. If you can offer someone a cup of coffee or some food, then do that. If you can't, no worries. At least have a quick chat – just look someone in the eye and say hello. Don't walk on by. Give someone a nod to acknowledge them. You've no idea how much that can lift a person's spirits.

“ Every adult you see on the streets was a child one day, like you and me, therefore they are someone’s son or daughter. The person you see is not necessarily the person they are.



Stuart · CHAPLAINCY

My name is Stuart. Along with my wife, Gillian, I have been a Christian minister with The Salvation Army for 39 years. We came to Ireland eight years ago. Chaplaincy is our role. We lead daily reflection time, convene Bible Study, celebrate the Christian festivals like Easter, Harvest and Christmas, and meet with residents on a one-to-one level to see how we can help them.

We also support the management and staff in their work. There are sad occasions in our work, for example when a resident dies, we arrange a memorial time, sometimes conducting the funeral

service either in our own Centre Chapel or at the Crematorium. Yet, on the other side, we recently had a happy occasion when we had a Wedding Blessing service for two residents.

“ Change comes about through small steps. What keeps me going is that I hope to see change. Every morning I get up and I want to see transformation in the lives of our people.

Our first introduction to homelessness was in Eastbourne, UK, in 2003. We were really inspired by the vision of a person who worked in The Salvation Army Corps there. Eastbourne is on the south coast, with many homeless people sleeping on the beach or 'sofa-surfing'. We could see a need to help these people so, through our two charity shops, and other available funding – along with the help of an amazing band of 100 volunteers – we moved things on. This commenced with handing out a food parcel every morning to anyone who came into the office. This was later increased to serving 100 free meals twice a week, Tuesdays and Thursdays at 6 p.m. After a time, a nurse was seconded through the Primary Health Care Trust, and we found her a room to use as a clinic. Eventually, two doctors and a chiropodist came in at the same time as meal times to provide necessary care. A change to the main toilet was made, which enabled us to add a shower. This, along with other changes in the building, enabled us to provide laundry facilities. Eventually, a building on the opposite corner of the road was offered to us; it was not large, but it was enough for us to establish a day centre for the men and women. Now a day centre operates in the building five days a week, providing many classes and day-time snacks. Change comes about through small steps. What keeps me going is that I hope to see change. Every morning, I get up and I want to see transformation in the lives of our people.

It's sometimes said that, with the chaplaincy, we're allowed to 'loiter with intent'! I guess what we mean is that we make ourselves available to people. Our job is to *be* with people. When you are present with people, you can say something or do something to improve their day. We make hospital visits, for instance. In the night shelter, it has been known for me to help a man with showering, or cutting hair and shaving.

Of course, friendship is a huge part of it all. We have the banter. We trust one another.

Everyone is welcome here, whatever problems they're carrying. The men who come to the night shelter are given a handshake – sometimes a bear hug – to show them love. Empathy grows from that. We let people know that there's a place for them here. We show up. We share our time together. It has been great to have been able to link a man back with his family again after a long period of separation from them. Now he visits his father in London on a regular basis and helps him after he had a bad accident.

There are sad days, undoubtedly. We lose people who are using our services and, since we become friends, we feel that loss deeply. People die; sometimes people take their own lives. A person can be very entrenched in addiction and they believe the way out of that is to take their life. It really hits us hard – it's a very personal loss, yet it's a reminder that the spiritual element of what we do is vital. People need to know that they are not alone. Sometimes people are just falling shy of the ability to cope. It is an issue of holistic health: mind, body, spirit. People need to know that they have support from us on all those fronts.

In general, people in Ireland are very empathic. There is a lot of understanding, particularly for homeless families. Of course, that can be tough for single people who are homeless. Sometimes homeless people are condemned for their addictions. We're really trying to change people's minds on that. Every adult you see on the streets was a child one day, like you and me, therefore they are someone's son or daughter. The person you see is not necessarily the person they *are*. Underneath a rough exterior can be a gentle, bright person who needs support to emerge. Life affects us all in different ways. Every family experiences bereavement, money worries, addiction and so on. Everyone is just one crisis away from this. A recent slogan of The Salvation Army was: 'For God's Sake, Care'. This is the mission as Chaplains that we try to fulfil.

Fundraising

In 2018 we fundraised over €1.1 million in support of our work with adults, young people and families who are out-of-home.

This year we received 38% of our funding through legacies, of which over 90% came from donors who continued to support our work after they are gone.

As in previous years, private individuals remain among our greatest supporters. Support for our fundraising provides us with much-needed funds required to bridge significant gaps in state funding and enables us to continue to deliver vital services and accommodation to some of the most vulnerable people in our society.

We would like to use this opportunity to express our sincere gratitude to all our corporate supporters. **Irish Life** donated €5,000 towards programmes in Lefroy House and volunteered to paint the centre. **Aviva Ireland** volunteered to paint Lefroy House and provided Christmas presents to children in our Family Hubs. **BT Ireland** volunteered to paint York House and donated €2,000 to give us the opportunity to take

our residents from Support Flats in Lefroy House on a holiday in Alton Towers in the UK.

We would like to thank **Mercer's Hospital Foundation** and the **ESB Energy for Generations Fund**, who continually support our work with people experiencing homelessness.

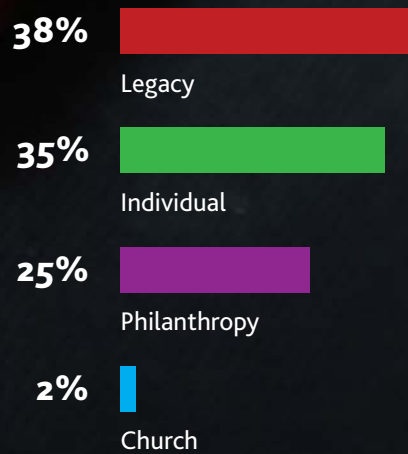
A huge thank-you to our brave staff in **Granby Centre** who took part in a skydive and raised €1,300 – much-needed funds for residents' outings.

We would also like to thank an **anonymous charitable trust** who will donate €600,000 to The Salvation Army ROI over the next three years. This will go towards a social enterprise project that will enable us to provide work experience and upskilling opportunities for our residents and wider community.



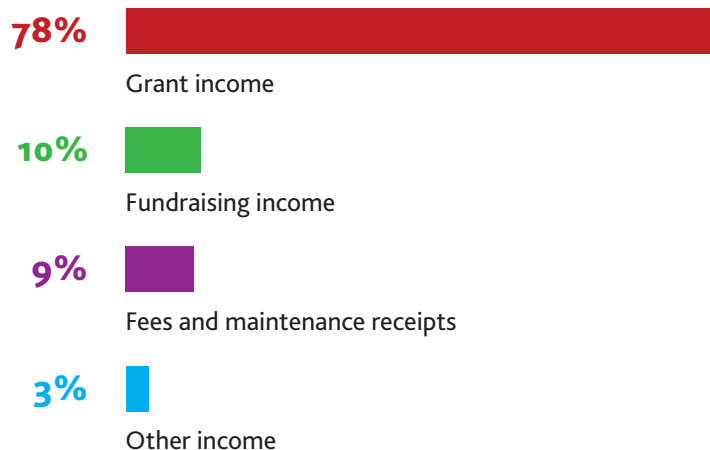


Sources of fundraised income



Financial Report

Total income 2018



Total expenditure 2018



For every **€1** raised:

94% is spent on direct provision

4% is spent on fundraising and public relations

2% is spent on management and administration costs.

Income	2018	2017
Overall income	€9,049,225	€7,990,910
Health Service Executive	€1,754,683	€1,754,684
Dublin Regional Homeless Executive	€3,832,212	€2,701,481
TUSLA	€1,454,410	€1,451,749
Donations	€486,252	€701,499
Legacies	€417,307	€36,072
Other income	€1,104,361	€1,345,425
Expenditure	2018	2017
Overall expenditure	€9,264,642	€7,830,615
Salaries, wages and pensions	€6,329,215	€5,143,750
Other operating expenses	€2,935,427	€2,686,865



The Salvation Army

REPUBLIC OF IRELAND



The Salvation Army Republic of Ireland

PO Box 2098

Dublin

D01 AH99

Lo-call 1850 600 101

Tel 01 874 3795

Email info@salvationarmy.ie

Web www.salvationarmy.ie

CHARITY REG NO. 6399

