



**Peter
McVerry
Trust**

Opening doors for
homeless people



**Peter McVerry Trust
Annual Report 2016**



Opening doors for
homeless people



BOARD OF DIRECTORS 2016

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 Orla Barry (stepped down upon completion of rotation in June 2016)

Ivan Hammond (RIP, June 2016)
 Patricia Bourke (appointed June 2016)
 Brian Kennedy (appointed June 2016)
 Dick Lavelle (appointed June 2016)

The Board of Directors extends its deepest sympathies to Ivan Hammond's family on his passing in June 2016 and wishes to acknowledge with sincere gratitude the contribution over many years provided by Ivan as a valued member of the Board of Peter McVerry Trust and previously the Board of Belvedere Social Services.

Chief Executive Officer: Mr Pat Doyle

Registered Office: Peter McVerry Trust,
 29 Mountjoy Square,
 Dublin 1, D01 C2N4

Registered Charity Number: 20015282
Company Registration Number: 98934
CHY Number: 7256

Solicitors: Lavelle Solicitors,
 St James' House,
 Adelaide Road,
 Dublin 2, D02 Y017

Bankers: Ulster Bank,
 Bank of Ireland,
 Allied Irish Bank.

Auditors: Donal Ryan & Associates,
 34 Manor Street, Dublin 7,
 D07 FX33

Our Vision

An Ireland that supports all those on the margins and upholds their rights to full inclusion in society.

Our Mission

Peter McVerry Trust is committed to reducing homelessness and the harm caused by drug misuse and social disadvantage. Peter McVerry Trust provides low-threshold entry services, primarily to younger people and vulnerable adults with complex needs, and offers pathways out of homelessness based on the principles of the Housing First model.

Our Aims

- To target those most marginalised in society and offer a safe, challenging and supportive environment through our service provision.
- To treat participants with warmth and respect and actively encourage them to be involved in all aspects of their own support plan.
- To offer a comprehensive prevention package of support to reduce the likelihood of homelessness to those leaving care, those leaving treatment, those leaving prison or other institutions and those whose accommodation is vulnerable.
- To offer a comprehensive package of support that will provide the best opportunity possible for them and assist them in planning a pathway out of homelessness or drug use, or if they continue to use drugs, to assist them towards some level of stabilisation in order to live a life of dignity, with respect and opportunity.
- To assist each person to re-establish himself or herself in the community and move towards greater independence.

OUR VALUES

- We endeavour to respond warmly, flexibly and rapidly to participants' needs.
- We endeavour to operate a non-judgmental approach to participants.
- We endeavour to hold an unconditional, positive regard for all participants.
- We recognise that each person has individual personal needs.
- We respect each individual's personal choice and responsibility.
- We recognise that each person is unique in their own right.
- We recognise the ability of each person to bring about change.
- We recognise the importance of respect for young people to enhance such changes.
- We recognise the importance of trustful relationships and the time it takes to build such relationships.
- We recognise the importance of confidentiality.
- We commit to maintaining service provision to clients, irrespective of their choices, actions or behaviours.
- We endeavour to achieve the best possible value for money in the delivery of our services.

LEON'S STORY

I was told to go down to the Youth Cafe to see a staff member. I kind of had an inkling already but I wasn't sure though. I thought I was going to get told. She sat me down and explained what was going on, and said congratulations you move in tomorrow.

It took a while to get used to the notion that I have somewhere to live, it's essentially mine and I can do what I want, mostly, with permission. I was a little nervous, apprehensive. It wasn't anything like, the little things like bills or whatever, that's easy if you budget well, I found that easy, it was more, I suppose, not having anyone around.

You're used to living with so many other people that you get used to people and just as you get used to them and become close to them, in a sense, they're all gone for whatever reason but you still have someone there whether it's other residents or staff members to talk to. it took me a while to get used to the fact that I can have people over now whenever I want which I took advantage of at the start.

It took a while for me personally to get used to it, more so on an emotional level than anything else because I didn't feel that I deserved it up until about two months ago. I actually just didn't feel that I deserved it at all but it's sunk in now and I've finally, more or less, made it my own. It also gives me a lot of other opportunities to do things like I can save up for a car or I can save up for an apartment or a house for the future.

I did so many media and computer courses (before) because I wanted to do something in design or computers and then the more I did I kind of started to hate it. So I selected nursing, didn't get it, got into paramedics, found out I was pretty good at it. I have a few qualifications where I can work as a home help or in a residential care home for older people like an assistant nurse or a carer but I do want to get into nursing, proper nursing, and see if I like it.

Leon was supported by Peter McVerry Trust to secure and sustain his new home after 6 years in homelessness.

Table of Contents

	Page
1 Forward by Chief Executive Officer, Pat Doyle	6
2 Message from the Founder, Fr Peter McVerry	8
3 Overview of 2016	10
4 Peter McVerry Trust's Services	14
4.1 Homeless Prevention Services	18
4.2 Housing Services	20
4.3 Homeless Services	24
4.4 Drug Treatment Services	27
4.5 U18s Residential Accommodation Services	28
5 Communication and Advocacy	30
6 Fundraising	32
7 Human Resources	34
8 Directors' Report and Financial Statements	36

1 Foreword by the CEO, Pat Doyle



In 2016 Peter McVerry Trust was presented with its most difficult and challenging year in our 33 year history. The homeless crisis continued to evolve at pace and grew to unprecedented levels. Our ability as an organisation to respond dynamically and effectively to a rapidly changing situation was severely tested, but I strongly believe that as outlined in this report the response from Peter McVerry Trust was very significant.

The annual report, as always, offers but a snapshot of the work carried out by the organisation over a 12 month period. Among the many significant events contained in the report is the new organisational strategic plan for the period 2016 – 2020, which reflects our commitment to delivering a Housing First model to tackle the homeless crisis. To that end, a critical element of our work in 2016 was to develop new housing stock. The charity also made significant advances on major capital development projects that will increase housing options beyond 2016 for those exiting homelessness. This also reflects our commitment to deliver a safe and secure home to each individual, in line with their right to a home.

The people that the organisation engaged and supported in 2016 show enormous resilience in the face of extremely trying and difficult circumstances. There was a clear sense of anger and frustration amongst many individuals in our homeless services, due to the increasing durations spent in emergency accommodation and the lack of housing and move on options available.

I would like to place on record the organisation's gratitude to the people that have decided to share their stories with the public in this annual report. The enormity of doing so is rarely appreciated by those outside of homelessness but we are delighted that people are happy to share their experience of this organisation and the services we provide.

The homeless crisis has demonstrated many failings within Irish society but it has also shone a light on the enormous goodwill and generosity of many individuals, communities, businesses and other organisations that supported our work. In 2016, Peter McVerry Trust raised our largest fundraising income to date, a reflection of our reputation and the eagerness of the Irish public to see the issue of homelessness tackled effectively. As CEO, I would like to acknowledge the very many people who supported our work in 2016.

Finally, I would like to place on record my appreciation for the Board of Directors of Peter McVerry Trust for their dedication in the execution of their roles and functions; work that enables this organisation to best respond to the issue of homelessness. In 2016 one of our longest serving Board members, Ivan Hammond (RIP), passed away and I wish to end my foreword by recognising his contribution to the charity and its development.

A handwritten signature in dark ink, appearing to read 'Pat Doyle'.

Pat Doyle
CEO

2 Message from the Founder, **Fr Peter McVerry**



I began our Annual Report for 2014 by saying that "In over 35 years of working with homeless people, I have never seen the situation as bad as it is today."

Unfortunately, I had to begin our Annual Report for 2015 by saying "I spoke too soon! 2015 was much worse."

I have to begin our Annual Report for 2016 by saying that things have just gone from worse to worse. I dread to think what our Annual Report for 2017 will have to say.

During 2016, the number of individuals using homeless emergency accommodation increased by over 1,000, to a record total of 4,643, while the number of homeless families increased by 430 to a record total of 1,205, with 2,505 children.

We have lost our sense of outrage. In the first half of 2015, the number of homeless children passed the 1,000 mark, and there was a public outcry; the media was

inundated with calls for the Government to act and the Government promised to take action. But in April 2016, the number of homeless children passed the 2,000 mark – and it was barely mentioned in the media! Again, in November 2016, the number of homeless children passed the 2,500 mark – and it got a few lines on the inside pages of the newspapers! Thousands of homeless children has become the norm and no longer shocks us. We have lost our sense of outrage.

However, like the Irish summer, the sun occasionally shines. We have opened a regional office in Limerick with plans to open 30 housing units there for homeless people. We have opened new hostels at Ellis Quay and Drumcondra to cater for the growing homeless need, and expanded the capacity of our hostel in Newbridge to provide 21 beds in total. An issue of great concern is that children who have grown up in care are often abandoned to the homeless adult services when they reach the age of 18, and sometimes quickly fall into a culture of drugs and crime, eventually ending up in prison. We opened new aftercare beds in Celbridge for children from Co. Kildare who are leaving care, where they can continue to develop into adulthood in a drug free, supported environment.

We published our five year strategic plan which outlines the major problems going forward as we see them and how we can address them within the resources available to us. Our priority is to expand the number of apartments where we can offer homeless individuals and families a home for life. We currently have about 200 apartments and hope to expand that number by a further 50 in 2017. The greatest satisfaction that our staff and management experience is to see the smile on the face of someone who has been homeless for a long time moving into their new apartment for the first time. For them, it is like a dream come true, a dream that only a few weeks previously they never thought would ever happen.

We work closely with the Dublin Regional Homeless Executive and the local authorities who have been very supportive, though that doesn't prevent us being very critical of them from time to time! A new Housing Minister, Simon Coveney, was appointed and produced, in July 2016, a very detailed and comprehensive plan for addressing homelessness called Rebuilding Ireland. In our next annual report, we will assess the impact of this plan.

The service we provide for homeless people, small and inadequate as it is, is built on the dedication and work of our Management Board, staff and volunteers. I would like to acknowledge their commitment, and thank them for all they do, and in particular to acknowledge and thank our CEO Pat Doyle who has grown the Peter McVerry Trust into a significant player in the provision of services for homeless people.

Peter McVerry

**JANUARY**

In **January**, Peter McVerry Trust opened new emergency homeless accommodation providing residential accommodation to 10 couples.

**MAY**

In **May**, Peter McVerry Trust presented to the Joint Oireachtas Committee on Housing and Homelessness proposing that schemes should be put in place to enable the many vacant units across the country to be brought back into the housing system.

FEBRUARY
In **February**, in advance of the General Election 2016, Peter McVerry Trust had a formal presence at the political party conferences to advocate on the importance of housing and homelessness for the next Government. Throughout the General Election campaign the charity's advocacy activities were frequently referenced across national media outlets.

GENERAL ELECTION 2016

It was also in **May** that Minister Simon Coveney was appointed Minister for Housing. In his first week in office he met Peter McVerry Trust on two occasions to listen to our concerns and solutions around the housing and homeless crisis.

**MARCH**

In **March**, Peter McVerry Trust partnered with the One For Ireland campaign to help raise funds across Ireland to help tackle youth homelessness.



May 2016 also saw the charity open a new emergency residential service in Dublin City providing an additional 14 beds to the sector.

APRIL
April saw site works commenced at St. Agatha's Court, Dublin 1. This capital development scheme will bring a long term derelict building back to use and provide 11 new units in the first half of 2017.

St Agatha's Court architect's impression of finished development



Fr McVerry, photographed outside the basement from which he and the charity's Open Access Service operate





Fr. McVerry, Simon Coveney and Pat Doyle outside Buswells Hotel before the strategic plan launch

SEPTEMBER

In **September**, Peter McVerry Trust met with the Minister for Housing, Minister for Children and Youth Affairs, as well as the Minister for Social Protection and Minister for Drugs Strategy to advocate on behalf of those we work with and support.



The ad was viewed 1.6 million times in cinema and free PR surrounding the ad campaign was valued at €350,000. Over 750,000 digital online impressions were also recorded.

OCTOBER

Minister for Housing, Simon Coveney TD, launched Peter McVerry Trust's Strategic Plan 2016-2020 at an event in Dublin on 21st **October** 2016.

The launch event also had input from Dr Sam Tsemberis, founder of Pathway to Housing, and originator of Housing First. Peter McVerry Trust, which committed to upscaling its Housing First programme announced plans to enter a formal partnership and evaluation programme with Pathways to Housing.



NOVEMBER

Peter McVerry Trust held its 10th Annual Gala Ball in **November** in Clontarf Castle. The ball was a great success and raised vital funds to support us to continue providing much needed services to people experiencing homelessness.



In 2016, Peter McVerry Trust was the chosen charity for the Institute of Advertising Practitioners in Ireland's (IAPI) Cannes Young Lions Competition in Ireland. This was brought about through our standing partnership with Wide Eye Media. The Cannes Young Lions process saw the best young professionals from Ireland's creative industry enter a competition to develop innovative advertising content for the charity. One of the winning pieces 'These Little Things' created by Ronán Jennings and Laura Halpin of Havas, formed the basis for a nationwide Cinema campaign in autumn 2016.



DECEMBER

In **December**, Peter McVerry Trust introduced an additional 86 new beds to the sector the majority of which were emergency homeless beds with the remainder being residential aftercare beds for young people moving out of U18s residential care.

As part of Peter McVerry Trust's cinema campaign, Wide Eye Media organised a pre and post campaign survey free of charge. The survey, conducted by Millward Brown, surveyed 1,000 people across Ireland and found a 33% increase in awareness amongst 25-34 year olds.



This month also saw the opening of the Peter McVerry Trust regional office in Limerick from which the organisation supports tenants in housing in the Limerick area.

Pat Doyle, CEO with local Limerick TDs Maurice Quinlivan and Jan O'Sullivan at the regional office opening in Limerick City



4 Our Services

Prevention		 Open Access Service	 Information and Advice	 Housing Sustainment	 Education Supports
Housing		 Housing First	 Accommodation Finders	 Housing with Supports	 Social Housing Development & Acquisition Programme
Homelessness		 Adult Emergency Accommodation	 Family Hub	 Open Access Service	 Kildare Emergency Out of Hours Freephone
Drug Treatment		 Stabilisation Centre	 Residential Community Detox	 Emergency Accommodation Outreach Programme	 Drugs Awareness and Education Programme
U18s Residential		 Residential Care	 Aftercare	 Ring Fenced Youth Housing Pathways	

4 Our Services

FACTS AND FIGURES 2016

In 2016, Peter McVerry Trust worked with 4,584 unique individuals. This equated to over 8,000 service user engagements across our services in Dublin, Kildare and Limerick.

Peter McVerry Trust increased its bed capacity by 49% in 2016 thus demonstrating both its commitment and ability to respond in times of crisis to those in need of our support services.


2,800% increase

In the ten years from 2006 to 2016, our emergency accommodation increased 28 fold


1,208

people accessed Peter McVerry Trust's prevention services in 2016


214

the number of people supported by Peter McVerry Trust in Co. Kildare


140

New emergency accommodation bed spaces delivered by Peter McVerry Trust in 2016


86%

of all Peter McVerry Trust's emergency accommodation offers 6 month Supported Temporary Accommodation (STA)


56%

of bedrooms in our homeless services are either single or two person rooms


32

The average age of the individuals supported by Peter McVerry Trust in our adults services in 2016


16%

increase in the number of people in housing supported by Peter McVerry Trust



INTRODUCTION

In 2016, Peter McVerry Trust's service capacity underwent significant growth and adjustment. This reflected the determination of the organisation to offer high quality, intensive supports to those in need of services that the charity provides. Peter McVerry Trust continued to develop services in line with the presenting needs and numbers of those who are homeless as well as international best practice in the field of homelessness and related services.

In 2016, the charity's work included service provision to prevent homelessness; to provide housing to people experiencing homelessness and where this is not possible to provide emergency accommodation; to make available drug treatment options to those in addiction; to provide safe residential accommodation to children when under the age of 18; to provide aftercare accommodation and support to those leaving residential care.

We worked with 4,584 unique individuals across our services in 2016.

At year end there were over 8,000 service engagements by our participant group, reflecting the fact that many individuals require more than one form of support from the organisation. For example a number of individuals who were provided with residential accommodation also accessed Peter McVerry Trust's drug stabilisation, detox and accommodation finder services. The charity also works to support those in insecure accommodation in order to prevent them becoming homeless.

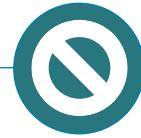
The charity's commitment to a Housing First approach to tackling homelessness requires an increased supply of secure independent housing options for people experiencing homelessness, however, Peter McVerry Trust also provides a humanitarian response to rough sleeping through the provision of emergency accommodation. This increase was primarily due to an increase in the provision of emergency nightly beds which sees a high turnover of those accessing these beds.

The number of placements in Peter McVerry Trust's emergency accommodation increased by 49% from 2015 to 2016, to meet the increasing demand during the year.

The provision of emergency accommodation alone is not the solution to homelessness and the charity sees this as a necessary but insufficient intervention to address homelessness. Providing each homeless person with a key to their own door, with ongoing support from staff, is the preferred intervention of Peter McVerry Trust and to this end it continues to explore a range of avenues to increase its housing stock.

The number of participants supported in housing in 2016 saw an increase of 16% on 2015.

4.1 Homelss Prevention Services



Open Access and Streets to Home Support Services

The Open Access Service is one of the oldest and busiest services provided by the charity. The location, at Upper Sherrard Street, Dublin 1, is the first point of contact for many young people with Peter McVerry Trust, be they at imminent risk of homelessness or having just recently become homeless.

The Open Access service, run by Fr Peter McVerry, is a drop-in centre offering a safe, welcoming space for vulnerable people. Those who access the service can avail of practical supports such as tea and coffee, food and drinks, storage for their personal belongings, laundry and shower facilities.

In addition to this Fr McVerry and the Streets to Home Service offers ongoing support, advice and advocacy for those accessing the Open Access Service. In 2016, these services provided support to 1,618 individuals.

Housing Sustainment

The ability to help people retain or sustain tenancies is incredibly important in light of the current housing and homeless crisis. In 2016 there was significant rental price inflation, and the charity saw an increasing number of tenants being evicted into homelessness as landlords decided to sell properties.

Peter McVerry Trust intervened directly with landlords to prevent a number of households losing their accommodation. A number of cases saw the charity intervene to keep an individual, who had formerly been homeless, in their rental accommodation. In these instance new arrangements, including lease terms, were agreed and the tenancy was secured for a further period of time.

Education

Peter McVerry Trust recognises the fundamental importance of education the inadequate provisions that exist to support young people in many disadvantaged communities to achieve their full potential. The organisation currently provides financial supports, by way of evidence based interventions, for schools and educational projects. Such interventions are designed to help young people from severely disadvantaged communities to achieve their full potential by providing pathways to further education, training and employment. To date, Peter McVerry Trust's supports have targeted communities with a significant link to homelessness, drug misuse and social disadvantage. This work will see further expansion in the coming years.

SHANE'S STORY

I was four years in homelessness then just before Christmas 2016 I moved in.

The staff are helping me work on budgeting for shopping and getting my bank account sorted, just small, simple things.

In reality everything is perfect and everything is working out well.

4.2 Housing Services



The most appropriate response to homelessness is to provide each person with a key to their own door.

Peter McVerry Trust continues to strive to help each individual realise their right to a home. To this end, the provision of high quality housing continues to be a key objective of Peter McVerry Trust.

In Peter McVerry Trust's Strategic Plan for 2016 - 2020 the organisation sets out ambitious targets to almost double its own direct social housing provision to at least 450 units.

This work will include housing provision in counties Dublin, Kildare and Limerick.

In 2016, the charity substantially grew its housing services and supports. This was achieved through a variety of measures such as new housing projects, increased staff resources to

support those moved on to independent living by Peter McVerry Trust, and help to secure long-term accommodation options for those in homelessness.

Our efforts to secure private rental accommodation was particularly challenging in a market characterised by an undersupply of appropriate units and rent levels significantly above what is affordable for many including those attempting to exiting homelessness.

In 2016, the charity supported 98 individuals to progress directly from its homeless emergency accommodation services to independent living. In the absence of social housing opportunities, the main exit point for those 98 individuals remained the scarce few properties in the private rental market.



14

Number of Staff in Peter McVerry Trust's Housing with Support Service



589

Number of individuals receiving support from Housing With Supports, including the Support to Live Independently programme (SLI) at the end of 2016



Erica was housed in Dublin by Peter McVerry Trust in April 2016

Housing Units

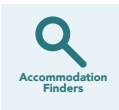
Peter McVerry Trust has been an approved housing body since 1991, and it continues to develop its housing stock in order to provide homes to young people in homelessness. In 2016 the charity successfully initiated a number of housing developments. The expansion of our housing projects also saw Peter McVerry Trust begin social housing provision in Limerick in December 2016 with plans to offer a substantial social housing programme for vulnerable adults in Limerick city and county.

Peter McVerry Trust's housing programme operates on a scattered site model that ensures the percentage of social housing units in any given area is low. This approach results in improved outcomes for new tenants and better integration into their local communities. All tenants receive ongoing support from the Housing with Supports service and Peter McVerry Trust operates a comprehensive Good Neighbourhood Policy.



St Agatha's, Dublin 1, is a €1.4 million building project that was launched in 2016. The project will create 11 high quality housing units due to come on stream in mid-2017

4.2 Housing Services



Accommodation Finders Team

The Accommodation Finders Team provides a vital service to participants across Peter McVerry Trust's through identifying and securing appropriate accommodation options. Participants are supported to identify suitable housing options and, through advice and advocacy, are assisted in securing Rent Supplement or the Housing Assistance Payment (HAP). Throughout 2016 there was a need to secure exceptional payments above the relevant rent supplement and HAP rates, which demonstrated the lack of available affordable accommodation within the rates set by the Government.

The Accommodation Finders Team continued to build on successful relationships with landlords and estate agents, which allowed for speedier access to accommodation. However, with average national rents at an all-time high, and available rental stock nationally available at the joint lowest on record, sourcing and securing accommodation continued to be extremely challenging.



Housing with Supports Service

The Housing with Supports service is a visiting support team that helps residents to sustain their tenancies and live independently. Housing with Supports provides supports tailored to individual's and household's needs, in order to ensure a successful and sustainable transition to living within their community. The Housing with Support Service provides supports to tenants around the clock on a 365 days a year basis.



"Peter McVerry Trust giving us this flat has worked wonders for us."

"They check in every day to see that I'm alright for everything and if I need anything they will get it done straightaway."

"You couldn't ask for anything better."

Michael is one of the 6 people housed by Peter McVerry Trust in Limerick in December 2016

4.2 Housing Services



In all, 589 participants were supported in housing in 2016, in addition to intensive levels of support to 423 participants with direct housing provision from Peter McVerry Trust, the Housing with Supports Service supported 166 households through visiting support in the Support to Live Independently (SLI) service in 2016. This service is operated in partnership with Focus Ireland.

In all the Housing with Supports Service made over 12,500 home visits in 2016 reflecting the ongoing support offered to each and every person supported across our housing services. These visits are supplemented by phone calls and meetings at off-site locations.

Peter McVerry Trust - Focus Ireland Regional Housing First Service

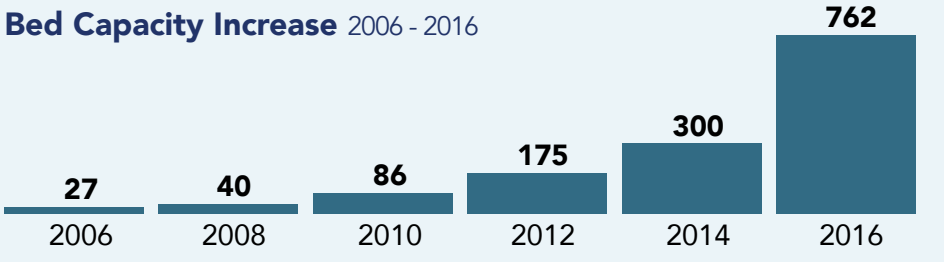
In October 2014, Peter McVerry Trust and Focus Ireland, in a 50:50 partnership funded through the Dublin Region Homeless Executive, began operating a Housing First Regional Service. This service targets rough sleepers across the four Dublin local authority areas and supports them to access tenancies in houses and apartments across the greater Dublin area. Initial contact is by way of outreach teams who engage with rough sleepers on the streets in order to establish a rapport and offer tenancies. Many of these vulnerable adults are reluctant to stay in emergency accommodation with others, and as a result have become accustomed to an isolated way of life on the streets. Once housed, participants continue to have access to a dedicated intensive case management team and a range of supports to help them address any issues that may place their new tenancy at risk.

In 2016, Peter McVerry Trust - in partnership with Focus Ireland engaged with 1,201 individuals on the streets of Dublin and supported 30 individuals from rough sleeping into their own accommodation. Since the service was established in 2014, and up until the end of 2016, a total of 85 unique individuals have been housed in this way with 95% of these retaining their housing and only 4 returning to rough sleeping. This housing retention rate is in line with international best standards and further demonstrates the effectiveness of the housing first model as a way to address homelessness.

4.3 Homeless Services



Bed Capacity Increase 2006 - 2016



The number of placements in Peter McVerry Trust's emergency accommodation increased by 49% from 2015 to 2016 to meet the increasing demand.

This increase was primarily due to an increase in the provision of emergency nightly beds which see a high turnover of those accessing these beds.

The need for homeless services increased significantly from January through to December 2016. As a response to the growing need **Peter McVerry Trust added 140 new beds to its capacity**, in order to meet the increasing demand for emergency accommodation.

In 2016, Peter McVerry Trust emergency homeless accommodation services provided 3,600 residential placements across Dublin and Kildare.

Left: Brothers Paul and Roy lived together before they lost their private rental accommodation



PAUL'S STORY

Before we came to Peter McVerry Trust me and my brother were on the streets. We ended up getting a tent to sleep in because it was so hard at the time to get a place to stay through the Freephone with everybody ringing it at the same time.

The best thing about Peter McVerry Trust is the staff. Any kind of problem that you have, they're there to help you. When you ask the staff for help they're there for you, they'll help you out straight away. I don't think there was a time where you had to ask a second time for help. Looking back now I don't think I'd be here today only for the Peter McVerry Trust.

Peter McVerry Trust has looked out for a good few people I know who have been on the streets. They've been getting on with their future life now and putting the past behind them. They're doing a lot better now and they see the bright light at the end of the tunnel now with the support that they're getting from Peter McVerry Trust.

ROY'S STORY

I became homeless with my brother after my landlord decided to sell the place I was renting. I had been living there for more than 10 years. We had never been homeless before. At first we were calling the Freephone and were staying in one of Peter McVerry Trust's 'one night only' hostels.

We were one of the first people to get a bed in the new hostel in Ellis Quay in Dublin City Centre when it opened in December 2016. I was told the bed in Ellis Quay would be for six months, which offered me more stability compared to 'one night only' accommodation. I told myself I would use the time properly to try and get my head together, get my own place and try get back on track. At times we found it hard, but we got through it with the support we had from the staff. The staff can't do enough for you to meet your needs. I have to say that about the staff and the support they give you – they're all great.

We were able to go on the internet and look for places to live. They do what they can for you, and if you've a problem on the computer, they'll do everything to help you. We've a lot to be thankful for.



4.4 Drug Treatment Service



Residential Community Detox Services

In 2016, the residential community detoxification service provided support to 73 individuals. These individuals were admitted to the service seeking support to detox from methadone, alcohol detox, or to participate in the residential cannabis cessation programme. This service was initiated by the charity in response to the increasing number of particularly younger people presenting to its services expressing concerns about the impact that cannabis use was having on their lives.

Stabilisation and Recovery Services

Peter McVerry Trust continues to provide stabilisation and recovery services in Dublin. These services provide a safe and stable environment for young people over 18 years of age who wish to stabilise problematic drug use. Participants engage in psycho-educational and process groups to enhance drug and health awareness against a backdrop of ongoing peer and one-to-one support.

In 2016, Peter McVerry Trust's stabilisation services provided supports to 1,208 individuals, an increase on 2015. This very significant increase resulted from a targeted drive to offer stabilisation clinics across all of Peter McVerry Trust's emergency homeless services. This initiative involved stabilisation staff presenting to each homeless accommodation service to meet with residents and provide on-site intervention in respect of drug or alcohol related issues.

Peter McVerry Trust's stabilisation services provided support to 1,208 individuals in 2016

Drug Free Residential Aftercare Service

Through its Drug Free Residential Aftercare Service, Peter McVerry Trust provides drug free accommodation for participants who have completed residential drug treatment and rehabilitation programmes. This service provides a safe route back into the community for people experiencing homelessness who are completing such programmes, in a way that safeguards the investment they have already made in their recovery and to support them to continue to do so in a meaningful way.

homelessness and the charity sees this as a necessary but insufficient intervention to address homelessness. Providing each homeless person with a key to their own door, with ongoing support from staff, is the preferred intervention of Peter McVerry Trust and to this end it continues to explore a range of avenues to increase its housing stock.

4.5 U18s Residential Accommodation and Aftercare Services



U18s RESIDENTIAL ACCOMMODATION SERVICES

The first service to be operated by Fr McVerry was a hostel for homeless boys between the ages of 12 and 16. Since then, Peter McVerry Trust has specialised in providing care and supports to vulnerable young people. The charity provided residential care and support to young people under 18 years of age across four residential centres in the greater Dublin area in 2016.

During the year, Peter McVerry Trust cared for 46 young people through its Under 18s Residential Care services and Residential Aftercare services and by way of post-placement supports. 21 of these young people benefited from placements in Peter McVerry Trust's residential care services in 2016 under voluntary, interim and full care orders. The average age of young people placed in the care of these services was 15 and on average placements were of a fifteen month duration.



In 2016, Aftercare Support Packages were offered to 27 young people who moved on from our Residential Care services. This aftercare service provides an important support to a group of young people who often lack alternative support networks. The packages can have a positive impact on supporting young people to manage in their new accommodation and reduce the risk of adult homelessness.

The charity also directly housed 27 individuals with a history of care, almost half of whom had a history of directly accessing care through Peter McVerry Trust.

Kildare Aftercare Housing

Peter McVerry Trust opened an aftercare unit in Celbridge to support two young people in moving on from Under 18s residential service. This aftercare service will work with the young people to increase their skills for independent living and support them to work towards this goal. It is hoped that in 2017 our aftercare work will expand in Co. Kildare.

Regulation

Peter McVerry Trust's Under 18s residential accommodation service at Maysal Lodge, North Dublin achieved registration from Tulsa Registration and Inspection Services in November 2016.

Staff from Kildare FM and Peter McVerry Trust at the handover of the Kildare Christmas Appeal



5 Communications and Advocacy

Peter McVerry Trust's Communications Department significantly increased its output in 2016 as it continued to support all pillars of the organisation and deliver on important strategic developments. The department was heavily involved in a number of significant milestones in 2016 including the development and launch of the organisation's new five year strategic plan 2016 - 2020; the airing by RTE of an in-depth documentary on the founder, Fr Peter McVerry, as well as the roll out of a series of events around World Homeless Day in October 2016.

Communications

The Communications Department continued to ensure that the charity remained a respected and reasoned voice in the debate on homelessness and housing in 2016. The charity featured widely across broadcast, print and digital media platforms, and delivered evidence based and solution focused commentary.

The charity continued to be recognised as a leading and innovative user of social media. The charity's social media work and commentary were often cited during major events including Election 2016 and Budget 2017. The charity's online presence, including website and social media forums experienced record reach and engagement during 2016 helping to raise both awareness and understanding of the work carried out by Peter McVerry Trust.

Cannes Young Lions 2016

In 2016, Peter McVerry Trust was the chosen charity for the Institute Of Advertising Practitioners In Ireland's (IAPI) Cannes Young Lions Competition. This was brought about through a standing partnership with Wide Eye Media. The Cannes Young Lions process saw the best young professionals from Ireland's creative industry enter a competition to develop innovative advertising content for the charity. One of the winning pieces 'These Little Things' formed the basis for a nationwide Cinema campaign in autumn 2016.

Advocacy

In 2016, Peter McVerry Trust significantly increased its advocacy work. This work focused on critical events including General Election 2016, the establishment of a temporary Oireachtas Committee on Housing and Homelessness and the development of Rebuilding Ireland, the Government's National Housing Strategy.

In early 2016, the charity engaged intensively with political parties including, taking up a presence at Ard Fheiseanna in order to engage with public representatives, candidates and party membership. The goal of the charity's advocacy work was to set out the clear need to recognise the needs of young single people in homelessness, and to ensure the policy responses required to speed up social housing delivery and reduce homelessness were prioritised.

The charity proactively engaged with the temporary Oireachtas Committee on Housing and Homelessness and made a number of submissions, as well as formally presenting to the Committee.

Peter McVerry Trust made a wide variety of submissions throughout 2016, in policy areas ranging from the National Drugs Strategy to Rental System Reform. The major advocacy piece in 2016 centred on the development of Rebuilding Ireland, and ensuring that the needs of those Peter McVerry Trust's supports were reflected in the document. An intensive round of lobbying was undertaken to secure critical measures in the new plan. Through this political engagement, the charity successfully secured a dedicated funding stream to provide housing options for children ageing out of State care, and the commitment to develop a national vacant homes strategy.



6 Fundraising

In 2016 a total of €6.4 million was donated to Peter McVerry Trust to support our work. This included €1.4 million donated towards our restricted capital development programme.

The year saw significant increases in donations from individuals, corporate partners and community groups. Peter McVerry Trust would like to acknowledge the longstanding fundraising efforts of the volunteer committees who organise the annual Calcutta Run, Wexford Cycle and Welcome Home Golf Classic.

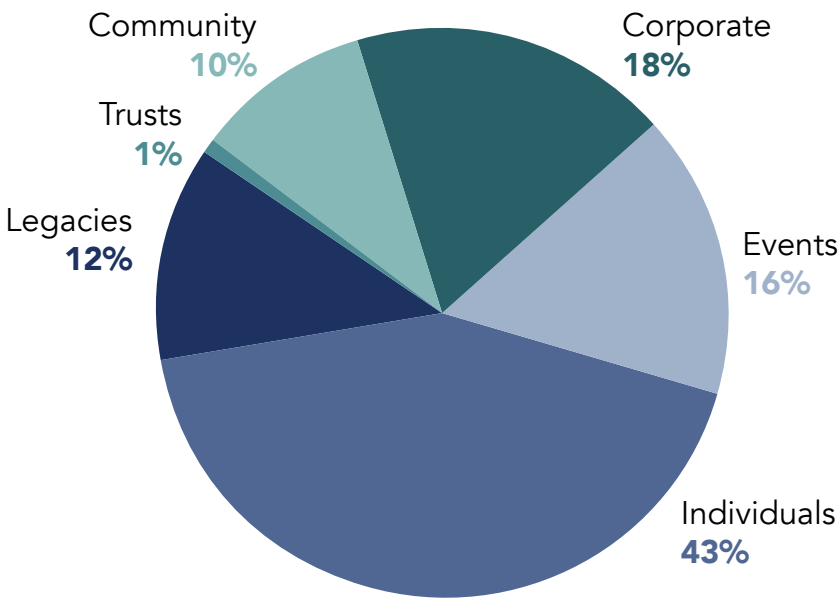
Fundraising Highlights 2016

- New Donors: The charity increased the number of new donors by 25%.
- Gala Ball: The 10th Gala Ball, in partnership with Clontarf Castle Hotel and our many guests took place in November 2016.
- Corporate Partnerships: New corporate partnerships including with Ben and Jerry's, JustEat and Meagher's Pharmacy.
- Volunteering: Expanded the ever popular Corporate Volunteering Programme across additional sites.
- Opening Doors Appeal: The Opening Doors Appeal returned for a 4th year in October with income from The Irish Times fundraising insert up 65% on 2015.
- Trusts and Foundations: Peter McVerry Trust would like to acknowledge and thank the JP McManus Benevolent Fund, The Ireland Funds and The Community Foundation for Ireland, among others for their generous grants towards our work in 2016.
- Christmas: A hugely successful Christmas fundraising appeal saw the month of December contribute four times the volume of donations than any other month of the year.

Peter McVerry Trust would like to thank each and every individual, community group, company, school and organisations who contribute their time and funds to enable us to better respond to the homeless crisis. The incredible kindness and generosity that the organisation receives is simply amazing. Thank you.



Unrestricted Fundraising Income Sources 2016



Notes:

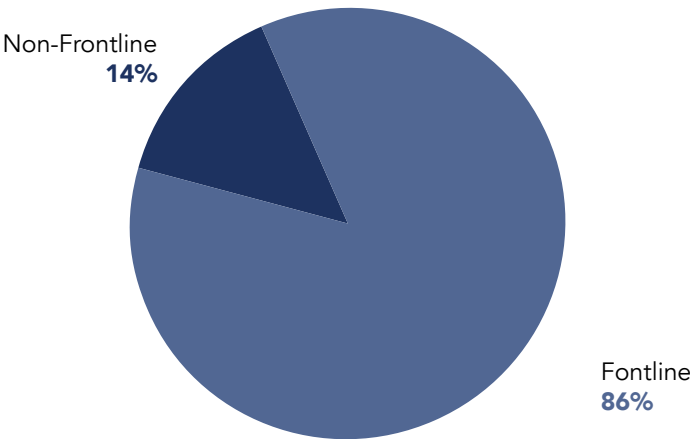
1. Events income includes Calcutta Run, Wexford Cycle and Golf Classic committee based fundraising, alongside Peter McVerry Trust organised events.
2. Restricted income received in 2016 (€1.4million) for capital development is not included in this graph.



7 Human Resources

Employees

As of 31st December 2016, Peter McVerry Trust employed 221 whole-time equivalents. Of this, 190 were employed in front-line positions and 31 in non-frontline head office positions.



The total whole-time equivalent (WTE) of core staff at the end of 2015 was 183. Thus 2016 experienced a substantial increase in core staff of close to 21%.

At the end of 2016, the number of staff on our relief panel was 100. Peter McVerry Trust operates a policy of initially hiring staff onto our relief panel and following a rigorous interview process; offering fixed term contracts to suitably qualified and experienced relief workers. In addition, we implemented a successful strategy of hiring 'cluster relief' in 2016; whereby highly skilled relief staff with full-time availability are hired to work across a cluster of services depending on where needs arise. This provides an excellent training and development path for Social Care Workers who may subsequently be offered a full-time line on a contract.

During 2016, the charity continued our succession planning strategy; appointing ten staff to Team Leader/Social Care Leader positions and three to Manager or Acting Manager roles. All of this took place following a rigorous assessment and interview process, demonstrating both its commitment and ability to respond in times of crisis to those in need of our support services.

PETER MCVERRY TRUST GRADUATE PROGRAMME

Peter McVerry Trust ran our Graduate Recruitment programme again in 2016 which resulted in sixteen newly qualified Social Care Workers joining our staff team. The graduates came from ten different universities and third level colleges throughout the country. The programme has been very successful in attracting high calibre graduates and in building links with educational institutions.

Training and Development

In 2016, the employees of Peter McVerry Trust experienced a marked increase in the volume, variety and depth of training and development programmes.

In total there were 861 days training in 2016 (an increase of 25% on 2015) and each staff member received (on average) at least three days' training.

Peter McVerry Trust rolled out a customised Manager & Team Leader Supervision and Performance Management training programme in 2016. This was completed in advance of the introduction of a new system of Supervision and Performance Management for all core staff due to be launched in 2017.

In 2016, eight of our staff graduated from the Dublin City University Certificate in Homeless Prevention and Intervention programme, bringing to 53 the total number of staff who have attended this programme to date. Ten of our staff also benefited from our educational assistance and study leave programme in 2016, which supported them through their ongoing professional studies.

Human Resources Policies and Employee Relations

Peter McVerry Trust continued to implement measures to pro-actively manage sick leave, for example enhanced systems and communications with staff. Sick leave levels were reduced from 3.3% in 2014 to 2.6% in 2015 and 2.0% in 2016.

A revised pay policy was implemented whereby increments were initially re-introduced for longer serving staff and later in 2016 for newer member of staff. A policy for the introduction of Peter McVerry Trust ID badges was also implemented, and approximately 50% of staff had received their badges by the end of 2016.

The Human Resources team supported the early resolution of any new employee relations issues and the ongoing resolution and management of legacy issues. Overall, the average number of new cases per employee is decreasing from 6.81% in 2015 to 5.70% in 2016. Managers attend 'HR Clinics' with senior Human Resources staff on a regular basis which enables the pro-active identification of issues and encourages consistency in people management practices.

The Human Resources team worked closely with staff and managers to build upon the high levels of satisfaction within the organisation in respect of management and employee relations. The Human Resources team will continue to work in partnership with the management and staff to ensure the effective implementation of the strategic plan.

8 Directors' Report and Financial Statements

Corporate Governance Structures

Peter McVerry Trust is committed to maintaining the highest standards of Corporate Governance. We believe that setting and maintaining these high standards is a key element in demonstrating accountability to all stakeholders, funders and supporters. It also ensures that we continue to provide the highest quality service to those in our care.

Peter McVerry Trust, for the purposes of this document, relates to Peter McVerry Trust CLG and its subsidiary McVerry Trust Operations CLG whose main and subsidiary objects are one and the same. The members and board of directors of both companies are also one and the same. A formal service level agreement is in place between both companies.

Peter McVerry Trust's board of directors comprises of 11 directors with backgrounds in business, finance, law, social inclusion, health and pastoral care. Fr Peter McVerry is a founding company director and holds the office of company secretary. All directors are voluntary, they receive no remuneration expenses, allowances or payment of any kind. This includes the founder Fr Peter McVerry who receives no salary, expenses or allowances, nor ever has, for his continued and valuable contribution to Peter McVerry Trust and its challenge to reduce homelessness.

The board meets a minimum of 5 times per year and holds its AGM between May and June of each year. It has overall responsibility to ensure that the governance of the organisation is in line with best practice and that all operational functions meet all requirements under current legislation, charitable and company law, and health and safety standards. Accordingly, the board mandates the CEO and senior management team to bring before it an annual health and safety statement and annual risk audit for its approval, and to carry out regular reviews of all policies and procedures. The board recently held a half day strategic planning session as part of its ongoing development.

Rotation:

There is a strict policy, and implementation, around the rotation of members of the Board of Directors of Peter McVerry Trust. At the AGM in 2016, two directors' positions were up for renewal, one of whom stepped down and the other was reappointed. The two new directors were appointed at the AGM to commence immediately. All incoming directors are given a comprehensive induction. Following the AGM in 2016 the total members of the Board of Directors is 11.

Governance:

Peter McVerry Trust is committed to maintaining the highest standards of corporate governance and monitors and reviews all aspects of the organisation on a regular basis. During 2016, the board of directors and its committees met on 19 separate occasions to oversee the strategic development and governance of Peter McVerry Trust CLG and its subsidiaries.

In addition to the board of directors there are three committees, which report directly to the Peter McVerry Trust Board of Directors on a regular basis. These are;

- Finance, Audit and Governance
- Remuneration & HR
- Research and Services

The Finance, Audit and Governance Committee meets 6 times per year. The Research and Services Committee meets 5 times per year. The Remuneration Committee meets 3 times per year and its members are all Peter McVerry Trust Board of Directors.

The committees' and board's meeting schedules are agreed at the beginning of the year but additional meetings can be, and are, called when required.

In addition to all the internal governance, Peter McVerry Trust has also signed up to the Housing Agency Voluntary Regulatory Code and adheres to the standards laid out for public bodies. As a charity we meet all standards set by the Charities Regulatory Authority.

Accounts and Audits

The board views the financial governance of Peter McVerry Trust as one of its central functions and has a strict code of practice in relation to all fundraising practices and all income and expenditure within Peter McVerry Trust. The board also produced a financial procedures manual and corporate governance document, both of which are reviewed annually.

Peter McVerry Trust publishes its accounts on an annual basis and makes annual returns to the Companies Registration Office (CRO). The charity's accounts and financial reports also comply with the principles of the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP), a legal standard for UK charities, which leading Irish charities adopt in the absence of similar legal requirements in Ireland. We also comply with the requirements set down by the Charities Regulatory Authority and the Statement of Guiding Principles for Fundraising created by the organization, Irish Charities Tax Research (ICTR).

The board of directors at its AGM re-appointed Donal Ryan and Associates, 34 Manor Street, Dublin 7 as auditors of Peter McVerry Trust.

Further to our own auditing procedures Peter McVerry Trust is also subject to periodic and random audits by external organisations such as local authorities and other state agencies from which the charity receives funding. Peter McVerry Trust has a number of service level agreements with several government departments, and is required to make quarterly and annual returns for funding received.

Peter McVerry Trust is a company limited by guarantee Registration Number 98934 and a registered charity CHY7256. Peter McVerry Trust's Charity Registration Number is 20015282.

Operational Standards

Several of the operational functions of Peter McVerry Trust have additional standards that must be met in order to run approved services. Peter McVerry Trust currently holds clinical governance approval from the Health Service Executive (HSE) for its addiction services, and approval from the HSE under 18s Childcare Inspectorate for its residential childcare facilities, this function will shortly transfer to the Health Information and Quality Authority (HIQA). Peter McVerry Trust also measures itself against Children First legislation, Putting People First Standards and QUADS. Peter McVerry Trust also participates in the quality standard framework being rolled by the Dublin Region Homeless Executive (DRHE).

Salaries

Fr Peter McVerry, founded the charity now known as Peter McVerry Trust in 1983. He receives no salary, expenses or allowances, nor ever has, for his continued and valuable contribution to Peter McVerry Trust in its challenge to reduce homelessness. In 2005 Fr McVerry and the then

8 Directors' Report and Financial Statements

Board of Directors took a strategic decision to appoint the charity's first CEO, who was tasked with growing the organisation in response to the growing homeless need.

The CEO has overseen significant growth since then, and in 2016 Peter McVerry Trust worked with over 4,584 people. The charity has 210 properties and growing, it provides over 762 residential placements per night and its operational budget for 2016 is over €17 million.

There are no top ups paid to the CEO, senior management team or indeed any Peter McVerry staff member. The CEO's salary is in line with HSE pay scales and is aligned to point 3 for a Director Regional Health Office post under the Haddington Road Agreement. The CEO's salary was frozen from 2009 to 2016. The CEO salary is published as part of the annual accounts and also on the Peter McVerry Trust Website.

Peter McVerry Trust does not pay health insurance nor provide the CEO with a company car nor is a fuel card provided. Peter McVerry Trust pays a 16% employer contribution to the CEO's defined contribution scheme.

All salaries paid to staff of Peter McVerry Trust are in line with HSE pay scales.

The Peter McVerry Trust pays travel expenses in line with Civil Service Rates to specific post holders who travel across sites and services around the country. The CEO is subject to this scheme. These are signed off by the company secretary and calculations are checked by the Peter McVerry Trust auditors.

The Board of Directors of Peter McVerry Trust appoints a Remuneration Committee that meets twice yearly to monitor and review all staff salaries.

Corporate Governance Publications:

This Statement is reviewed by Peter McVerry Trust's Board of Directors on an annual basis and the most recent document was approved in 2016. This document is available below together with our most recent audited accounts, our most recent annual report and our current strategic plan.

- Peter McVerry Trust Accounts 2016
- Peter McVerry Trust Corporate Governance Statement 2016
- Peter McVerry Trust Strategic Plan 2016 - 2020

Financial Review

The results for the year are set out on page 40.

Against the backdrop of a difficult economic climate and insecurities over funding, it has continued to be difficult to plan or develop services. Nevertheless the company, with the aid of sound financial management and the support of both its staff and volunteers, generated a very satisfactory financial outcome.

Sinking Fund

Principal Funding Sources

Aside from the grant income received from the State and public bodies, the principal funding sources for the charity are currently by way of donations and fundraising from members of the public and corporate sponsorship.

Investment Policy

Aside from retaining a prudent amount in reserves each year, most of the charity's funds are to be spent in the short term so there are few funds for long term investment. Having considered the options available, the Management Committee invest whatever amount that it has available on term deposits.

Reserves Policy

In line with best practice in accounting and reporting by charities, the Board of Directors have adopted the Statement of Recommended Practice (SORP) which requires a charity to state its reserves policy within its annual report. The board has examined the charity's requirements for reserves in light of the main risks to the organisation and also making allowance for the charity's ability to respond quickly to any crisis situations that may arise without the need to wait for third party funding.

The board has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be at least 13 weeks of the budgeted future annual expenditure. This is in line with minimum recommended levels for the sector. The reserves are needed to meet the working capital requirements of the charity, to deal with emergency situations and to fund the expansion of the charity's services going forward. The Board of Directors is confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in funding, while allowing time to raise other funding, and at the same time not holding excessive reserves that would unnecessarily limit the amount spent on current activities.

The board has developed the reserves policy to assist in strategic planning, to inform a balanced budget process and to inform the risk management process by identifying any uncertainty in future income streams.

Events after the Balance Sheet Date

There have been no significant events affecting the company since the year end.

Funds held as Custodian Trustee on behalf of Others

The charity or its trustees do not hold any funds or other assets by way of a custodian arrangement.

Books of Account

The measures taken by the directors to ensure compliance with the requirements of Section 202, Companies Act, 1990, regarding proper books of account are the implementation of necessary policies and procedures for recording transactions, the employment of competent accounting personnel and appropriate expertise and the provision of adequate resources to the financial function. The books of account of the company are maintained at the Registered Office.

Auditors

The auditors, Donal Ryan & Associates, will continue in office in accordance with the provisions of Section 160(2) of the Companies Act, 1963.

8 Directors' Report and Financial Statements

Extract from Consolidated Financial Statements of
Peter McVerry Trust CLG for the year ended 31 December 2016

	2016
Income	
Peter McVerry Trust Generated Revenue & Capital Funding	€ 7,007,867
State Funding	€ 10,720,906
Total Income	€ 17,728,773
Expenditure	
Total Expenditure	€ 17,711,609
Surplus for the year	€ 17,164
Reserves	
Revenue Reserves (unrestricted)	€ 2,842,123
Sinking Fund (restricted)	€ 82,000
Restricted Reserves	€ 250,000
Capital Reserves	€ 7,859,008
Total Reserves	€ 11,033,131

Peter McVerry Trust would like to
recognise the following organisations
for their financial support during 2016

- Dublin Region Homeless Executive (DRHE)
- Dublin City Council
- Fingal County Council
- Kildare County Council
- Limerick County Council
- South Dublin County Council
- Health Service Executive (HSE)
- TUSLA
- Irish Probation Service

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