



**Peter  
McVerry  
Trust**

Opening doors for  
homeless people

Peter McVerry Trust  
**Annual Report 2017**

## Board of Directors 2017

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Fr Peter McVerry	Founder and Secretary	Chief Executive Officer:	Mr Pat Doyle
Rod Ensor	Chairperson	Registered Office:	Peter McVerry Trust, 29 Mountjoy Square, Dublin 1, D01 C2N4
Peter Birthistle	Treasurer	Registered Charity Number:	20015282
Patricia Bourke		Company Registration Number:	98934
Audrey Byrne	(Appointed May 2017)	CHY Number:	7256
Dr Philip Crowley		Solicitors:	Lavelle Solicitors, St James' House, Adelaide Road, Dublin 2, D02 Y017
Wenda Edwards		Bankers:	Ulster Bank, Bank of Ireland, Allied Irish Bank.
Dick Lavelle		Auditors:	Donal Ryan & Associates, 34 Manor Street, Dublin 7, D07 FX33
Brian Kennedy			
Jim O'Higgins	(Re-appointed May 2017)		
Tony O'Riordan			
Ciara O'Sullivan	(Appointed May 2017)		
Liam Connellan	(Stepped down upon completion of rotation in May 2017)		



## Vision

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



## Mission

Peter McVerry Trust is committed to reducing homelessness, the harm caused by substance 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.



## 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.

## Sylvia's Story

Sylvia was living in the same rented house in Dublin with her three children for over seven years. One day she received a letter from her landlady informing her that they would be selling the house. Sylvia was given notice of her tenancy being ended. Despite her best efforts to find affordable accommodation for her family, Sylvia still ended up accessing homeless services.

After contacting her local authority, when she had exhausted all her options, Sylvia was put in touch with Peter McVerry Trust. Sylvia and her family were the first people to access the charity's new family hub service in Swords and thankfully her stay in the service was only for a few weeks. With help from Peter McVerry Trust, she was able to secure a new home for herself and her family.

"Peter McVerry Trust helped me to arrange viewings, they helped me find this new home and they don't just leave you. They don't say 'you have the house now, so bye'. They motivate you. My key worker asked me if I wanted to do something for myself. So I am back studying again at night, working during the day and I am really happy."

I saw maybe 40 houses,  
sent 200 emails, I had good  
references from my work,  
my college, and my landlady  
and that was still not enough.





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## Introduction by the CEO

In 2017 Peter McVerry Trust continued to scale up its work to respond to the needs of vulnerable people on the margins of Irish society. As CEO I am proud to say that we supported 4,971 people in 2017 through our high quality services and professional support staff.

Unfortunately, the homeless crisis continued to grow and reached record levels last year. As an organisation, Peter McVerry Trust has remained committed to doing what we can, where we can, when we can, to respond to the need that exists as the crisis grows. This annual report offers a snapshot of our work throughout the year.

Among the organisation's activities highlighted in this annual report is the charity's ongoing response to the need for emergency shelter. This included the provision of new emergency accommodation for single people, couples and increasingly for families impacted by homelessness. This report also highlights Peter McVerry Trust's growing regional presence across Ireland, having established a strong presence in counties Limerick, Kildare and Louth. I am also delighted to say that this report features details of important developments in our housing work, with 2017 seeing our largest social housing project being launched in Dublin and progress made in our Housing First work with the signing of a new multi-year agreement with the Pathways Housing First Institute and Dr Sam Tseemberis. Peter McVerry Trust is incredibly fortunate that we receive great support from the Irish public and this is not just in financial terms. There is a real sense that members of the public want to engage and want to help us do our work. That energy was very clear in the response to Storm Ophelia when Peter McVerry Trust led efforts to help people who were sleeping rough to come off the streets and into shelter. Our work was significantly aided when members of the public responded to our appeal to report the locations of people sleeping rough in counties Dublin and Kildare.

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 and indeed through our broader communication work. The people that we work with are an incredibly resilient group and they continue to motivate our professional and highly skilled staff to do all that they can to achieve the singular common goal of finding a home for all.

In 2017, Peter McVerry Trust raised our largest fundraising income to date, a reflection of the generosity of the Irish public and their belief in the work of Peter McVerry Trust to tackle the issue of homelessness. As CEO, I would like to acknowledge the very many people who supported our work in 2017 and contributed to a record level of fundraising income.

2017 was also a momentous one in terms of housing delivery by Peter McVerry Trust. In our strategic plan, launched in 2016, we set out a goal to provide 450 houses by the end of 2020. In 2017 we made significant progress towards that goal. By year end, our property portfolio extended to 272 units and we had clear line of site on a pipeline of over 100 additional units to be delivered in 2018 and 2019. Included in this pipeline is our first new build scheme in Coldwinters, Finglas, Co Dublin. This scheme of eight units, along with a community building for residents, is slated for completion in Q4 2018 following the sod turning in December 2017. This will be the first of many new-build projects for Peter McVerry Trust which, together with our renovation and regeneration programmes involving long term empty buildings, will see us meet the social housing needs of people in homelessness.

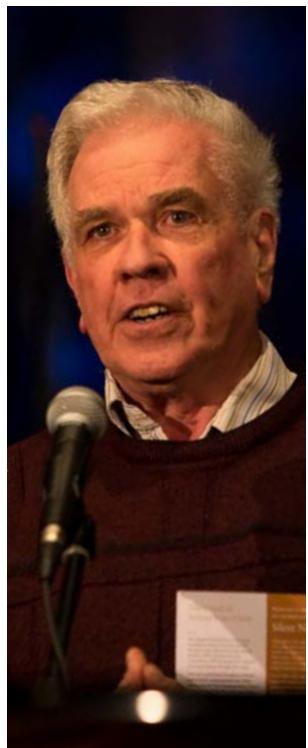
Finally, I would like to place on record my appreciation for the Board of Directors of Peter McVerry Trust for their dedication in the execution of their roles and functions; work that enables this organisation to best respond to the issue of homelessness.



Pat Doyle  
CEO



# Message from the Founder



Perhaps we could sum up 2017 by saying "A lot done but an awful lot more to do." While many organisations are working hard to house people experiencing homelessness, it's a bit like trying to stop a runaway train with no brakes; the train just keeps going faster and faster. The number of homeless adults at the end of 2017 was 865 higher than at the beginning of 2017, despite 4,000 homeless adults being helped to exit homelessness during the year.

A worrying development during 2017 was an apparently deliberate attempt by some government and State officials to change the narrative. They tried to minimize the problem of homelessness by declaring that "our housing crisis is completely normal" and again "comparatively our rates of homelessness are low when we look at our peers and that is a good thing." They blamed the voluntary organisations that campaign on homelessness as "people who have a vested interest in seeing this as an industry (and) make it appear an unusual or a great problem," and who are causing unnecessary panic. It was implied that some homeless families were "gaming the system." They complained that the constant media attention to the problem of homelessness "is damaging to Ireland's international reputation."

As one of those voluntary organisations who campaign on homelessness we reject the idea that homelessness is normal, or that it is low by comparison to other countries, or that we are exaggerating the problem out of some vested interest, or that the problem is caused by people who are undeserving or "gaming the system." Instead we see the rise and rise of homelessness as a result of political decisions to stop building social housing, to sell off homes to vulture funds and to leave people to the mercy of an often rapacious private rented market. Most homeless families are one parent families, living at, or below, the poverty level, many of them with a vulnerable parent under the age of 25. The majority of homeless families have come from the private rented sector, evicted through no fault of their own, because the landlord has raised the rent to a level they cannot afford, or wishes to sell the property.

Budget 2018 allocated €2 million per day to private landlords to provide social housing. Private landlords are not social housing providers. They are, and rightly so, in the business of making a profit from their investment. It is government's responsibility to provide social housing. Forcing homeless people and families to find accommodation in the private rented sector, because the government has failed to provide social housing, has clogged up the private rented sector, leading to increased homelessness and rents which many can only afford by going without basic necessities.

To have a home is a basic human right. It is government's responsibility to ensure that basic human rights are provided to all. However, the government refuses to call housing a basic human right instead referring to housing as "a basic human requirement." The difference is not semantic: a "right" is enforceable in law, a "requirement" is not. We would urge the government to amend the constitution to include a "right to housing," both to express the importance Ireland places on having a home, and of its determination to provide one for everyone.

Homelessness is now at crisis level. It is not just a social crisis, but a personal crisis for each person who becomes homeless. There is a stigma attached to being homeless. Many believe that if you are homeless, you must have problems, that there is something wrong with you, although for many homeless people the only problem they have is they do not have the money to pay for their own accommodation. Parents tell me that they feel ashamed at having to admit that they are homeless; they feel they have failed their children that they are bad parents unable to provide for their family. The children will not admit to their school friends that they are homeless for fear that they will be ridiculed. The first consequence of becoming homeless, then, is to lose your self-esteem. You become depressed, demoralised and left with a feeling of hopelessness, not knowing when, or if, this nightmare will end.

Life as a homeless person is intensely miserable. Not knowing where, or if, you will have a bed for the night, not knowing who you will be sharing accommodation with, and often having to walk the streets all day long is no life for anyone.

It is difficult to be optimistic but we are committed to doing everything we can to reduce homelessness and provide permanent, lifelong housing for as many homeless people as our resources allow. Every week we see the difference which having a secure home makes to the lives of formerly homeless people. That is what makes our work worthwhile.

Peter McVerry

# At a Glance - 2017



## JANUARY

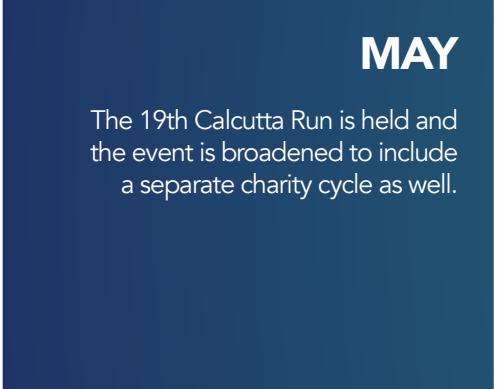
The Apollo House occupation in Dublin city ends.

Mark and Cheryl a couple re-accommodated and ultimately re-housed by Peter McVerry Trust after their stay in Apollo House.



## FEBRUARY

The Joint Oireachtas Committee on Housing visits the recently opened Ellis Quay, Supported Temporary Accommodation Service.



The 19th Calcutta Run is held and the event is broadened to include a separate charity cycle as well.

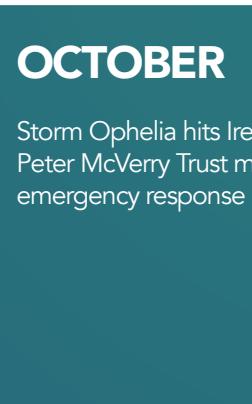


St Agatha's Court in Dublin's north inner city opens, with 11 new housing units for people exiting homelessness.



## SEPTEMBER

Peter McVerry Trust begins operating a new Tenancy Sustainment and Support service for the North East Region – counties Cavan, Louth and Monaghan.



Storm Ophelia hits Ireland and Peter McVerry Trust mobilises its emergency response protocols.



## MARCH

Peter McVerry Trust organises Ireland's first Empty Homes Conference and goes on to hire Ireland's first full-time empty homes officers



## APRIL

Peter McVerry Trust begin a new service in partnership with Jesuit Refugee Service Ireland. The pathways project will assist homeless people trapped in Direct Provision to secure a new home.



## JULY

Two new family hub services open in Swords, Dublin and Athy, Kildare.



## AUGUST

Our Pre-Budget submission is published.



## NOVEMBER

Peter McVerry Trust's 2016 Annual Report is launched by the Minister for Housing, Eoghan Murphy.



## DECEMBER

Work begins on Peter McVerry Trust's first ever new-build social housing project in Coldwinters, Co. Dublin.

## Colm and Dean's Story

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Colm and Dean live in a house-share they secured with the support of Peter McVerry Trust. They first met when living in Peter McVerry Trust's Drug-Free Aftercare Housing in Dublin and with the financial support of the Housing Assistance Payment (HAP) they secured a new house to rent in Dublin City.

**Colm** "I was homeless for about 20 years, in and out of hostels, living on the streets, and an intravenous drug user. Eventually, I got myself into Coolmine's detox and after that they referred me to Peter McVerry Trust's Drug-Free Aftercare Housing where I shared a house with Dean and one other person."

**Dean** "I started using drugs when I was nine or ten years of age. It got to the stage that I knew I had to do something so I went into 'The Lantern' (Peter McVerry Trust's Residential Community Detox Service), then to Coolmine, and once I left there I got into one of Peter McVerry Trust's drug free houses."

**Colm** "Through the entire transition from living in the Drug-Free Aftercare Housing to moving into this new home the Peter McVerry Trust staff have been with us the whole way. They have liaised with the HAP unit in Dublin City Council and made the process as easy as possible."

"It's because of everything we learned living in the Drug-Free Aftercare Housing that we have made a success of this house, this home."



I've been homeless for years,  
all I've ever dreamt about  
was a home to call my own.

Colm





# Our Services

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

In 2017 Peter McVerry Trust worked with 4,971 unique individuals across our services, the most we have ever supported in the 34 year history of the charity. This is an 8% increase year-on-year, and a 40% increase in the amount of people supported by Peter McVerry Trust since 2011.



**4,971**

Unique individuals supported by Peter McVerry Trust



**200**

Additional emergency homeless beds delivered



**313**

people progressed out of homelessness and into housing



**32**

number of housing units in Limerick at year end



**7**

Number of new homeless services opened



**1.4m**

The capital costs of St. Agatha's Court, our largest social housing project to date

## HOUSING



Louise, the first tenant of St Agatha's Court with Fr Peter McVerry at the launch event in June 2017.

The most appropriate response to homelessness is to provide each person with their own safe, high quality and affordable home. Peter McVerry Trust remains wholly committed to achieving the right to housing. Our goal is to help as many people as possible to secure their own home with appropriate support.

At the end of 2017 Peter McVerry Trust's property stock contained 272 units, an increase of 17% year-on-year. The vast majority of these are located in Dublin (78%) with the remaining stock located in counties Kildare, Limerick, Laois, and Offaly.

St Agatha's Court was officially opened by the Minister of State for Housing and Urban Development, Damien English TD, in June 2017. The development of 11 units furthered Peter McVerry Trust's efforts to tackle long-term vacant buildings in urban areas. This development brought the number of social housing units, provided by Peter McVerry Trust through the reuse of derelict or empty buildings, to 50.

# Our Services

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## ACCOMODATION FINDERS

The Accommodation Finders Team provides a vital service to participants across Peter McVerry Trust's services 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 2017, 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 lowest on record, sourcing and securing accommodation continued to be extremely challenging.

## HOUSING WITH SUPPORTS SERVICE

Peter McVerry Trust's Housing with Supports service is a visiting support team that helps residents to sustain their tenancies and live independently. The service provides supports tailored to individual and household 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. Over 300 people received support from our Housing with Supports service in 2017.



# Prevention Services

## HOUSING SUSTAINMENT PROGRAMME

Peter McVerry Trust continued to offer support and engage with people at risk of losing their accommodation. The majority of cases involved people who had previously availed of support from Peter McVerry Trust and were at risk of losing their private rental accommodation. In addition to this cohort, in September 2017 the charity began operating a tenancy sustainment and support programme in the North East Region covering counties Cavan, Louth and Monaghan.

## STREETS TO HOME SERVICE

The Streets to Home service was accessed by 1,424 people in 2017, with a total of 10,582 visits. This is an average of 43 people per day. The type of supports provided at this service include sourcing accommodation, health, substance misuse, mental health, criminal justice, education training and employment. Almost 90% of people accessing the Streets to Home service required support in two or more of these areas.

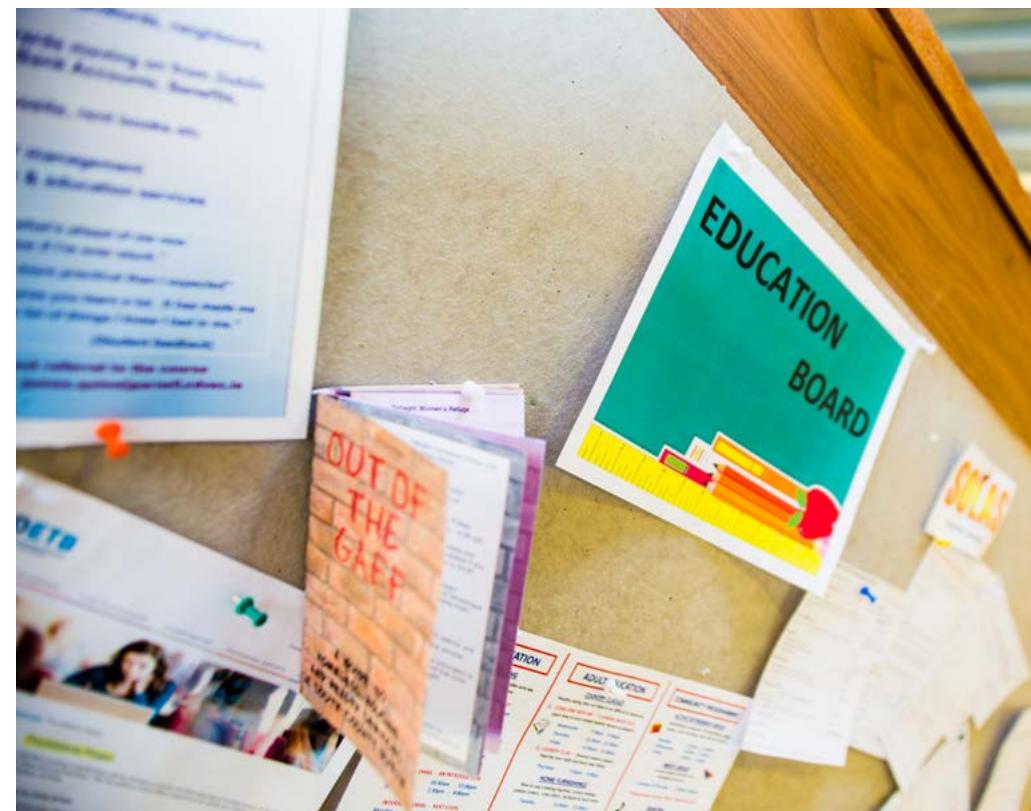
## YOUTH CAFÉ

Peter McVerry Trust's Youth Café was accessed by 1,398 people in 2017 with an average of 36 people using the service each day. The youth café provides a range of services including meals, teas/coffees and a safe social space for people to relax and engage with staff and peers. 7,000 meals were provided at the service during the year.

The Youth Café also provides the location for core activities such as the Big Breakfast, Youth Café Social Evenings, a Drug Free Aftercare Housing Social Evening, and a Drug Stabilisation service.

## EDUCATION

Peter McVerry Trust recognises the fundamental importance of education and the inadequate provisions that exist to support young people in many disadvantaged communities to achieve their full potential. The organisation currently provides financial supports for students, 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 links to homelessness, drug misuse and social disadvantage.



## Homeless Services

In 2017, Peter McVerry Trust provided 3,586 residential placements across counties Dublin and Kildare. The charity opened seven new homeless services in response to the need for adequate shelter that continued to grow in the absence of social and affordable housing.

## Extreme Weather Response

In October 2017, Met Eireann issued a red weather warning ahead of Storm Ophelia. Peter McVerry Trust mobilised its emergency response protocols once the alert was issued. This meant making exceptional additional capacity available in our shelters and services, in order to protect the lives of people sleeping rough and other people in homelessness. In all, 226 people were supported in and around the Storm Ophelia extreme weather event in counties Dublin and Kildare.



## New Homeless Service Delivery

In December 2017, Peter McVerry Trust opened two new adult homeless services. These services were required due to a combination of increased numbers entering homelessness and the ongoing lack of social and affordable housing. In addition to the new homeless services, capacity was also increased at some existing services such as Ellis Quay in Dublin city.

The first of these two new services to open was a 60 bed Supported Temporary Accommodation (STA) service in Cabra. The service includes 41 bedrooms and 21 bathrooms, and caters for 10 hospital discharges through purpose-built rooms, especially for people with disabilities. There was also provision of 10 drug-free beds.

The second new adult homeless service was opened during December 2017 in Walkinstown. This service provides accommodation for 30 people. In addition to the new homeless services, capacity was also increased by 10 beds at Ellis Quay. This meant in December 2017 Peter McVerry Trust in partnership with the Dublin Region Homeless Executive (DRHE) provided 100 new and additional emergency homeless beds to the sector.



## Family Hubs

The family hub in Kinsealy, Fingal has a capacity for four families.



The family hub in Athy, Kildare has capacity for seven families.



The family hub in Swords, Fingal has a capacity for five families.

Included in the new services were five family hubs to provide better quality emergency accommodation for families impacted by homelessness.

These services were opened in Dublin and Kildare. In total, the new family hubs provided accommodation for over 100 adults and children in 2017.

The family hub in Monkstown, Dún Laoghaire - Rathdown has a capacity for 17 families.



The family hub in Rialto, Dublin City has a capacity of three families.

## Special Feature Peter McVerry Trust's Housing First Projects



# Peter McVerry Trust

Peter McVerry Trust is committed to reducing homelessness, the harm caused by substance 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.

Peter McVerry Trust was an early adopter of the Housing First model and has invested heavily in a Housing First response to homelessness in recent times. At the end of 2017 the charity was supporting 25 people through its own self-funded Housing First programme in Dublin. This was separate, and in addition, to the Dublin Region Housing First Service, funded by the DRHE and delivered by Focus Ireland and Peter McVerry Trust. This joint partnership service engaged over 1,200 individuals sleeping rough in Dublin and had supported over 160 tenancies by year end. Thanks to all the project partners including Tuath Housing, Safetynet, and St Patrick's Mental Health Services.

In addition to the service delivery element of our Housing First work, Peter McVerry Trust continued to advocate for greater progress on Housing First in Ireland. In September 2017, Peter McVerry Trust advocated and secured the approval of a new post of National Director of Housing First. This post would have national responsibility for the adoption and roll out of Housing First once appointed.

### INTERNATIONAL PARTNERSHIP WITH PATHWAYS HOUSING FIRST INSTITUTE

In late 2017, Peter McVerry Trust signed an international partnership with the Pathways Housing First Institute. The organisation is headed up by Dr Sam Tsemberis, the founder of the Housing First movement. The agreement will see Pathways Housing First offer accreditation, advice and monitoring to Peter McVerry Trust to validate our fidelity to the Housing First model.

The partnership will ensure that as Peter McVerry Trust expands our Housing First work that the charity does so in line with international best practice. That is important because the quality of our work will ensure that Peter McVerry Trust delivers the best possible outcome for people in homelessness. The new partnership will result in a larger number of people with complex needs leaving homelessness. It will offer improved levels of tenancy sustainment for those that secure a new home.



Fr Peter McVerry, Dr Sam Tsemberis, and Pat Doyle.

## Barry's Story



“For 20 years, I've lived on and off in a cell that would be no bigger than a kitchen. Now I have a two-bedroom house, a sitting room, a kitchen, a toilet, shower, a spacious house...it's honestly a dream come true.

Barry



## Christopher's Story

“It was like getting a phone call from the National Lottery. I was like a man mad, jumping up and down, like as if I was told I was after winning €10m euro.

The fact that I have this place now, it's a blessing. People who have had everything all their life don't appreciate the smaller things in life, and I do. I appreciate that I have a roof over my head.

Christopher

## Drug Treatment Services

In 2017, Peter McVerry Trust's Residential Community Detox service provided support to 72 individuals. The service provides a detox service from methadone, alcohol, as well as a cannabis cessation programme.



### DRUG STABILISATION SERVICE

The drug stabilisation service is a core service operating from the Peter McVerry Trust's Youth Café. The service offers one-to-one supports and interventions for harm reduction. There is an early recovery programme, which offers support for those beginning to stabilise in their substance and alcohol use. These group sessions are held twice a week and participants can then progress to the stabilisation programme.

The stabilisation element is run three times per week and is 12 week programme. Participants of this programme are working towards maintaining stability in their substance use, detox and treatment. In total, 143 people accessed the Drug Stabilisation Service in 2017, made up of 115 men and 28 women. The average age of service users of the Drug Stabilisation service was 34.

## U18s Services

Peter McVerry Trust provides U18s residential services in Dublin, and aftercare supports in counties Dublin and Kildare. The first service ever operated by the charity was an U18s service. Peter McVerry Trust currently operated four U18s residential services.

In 2017, Peter McVerry Trust's U18s services provided 18 residential placements, and aftercare support to a further 30 young people who have moved on from our U18s services. This aftercare provides an important support to young people who often have a lack of alternative support networks and can therefore have a positive impact on supporting young people in designated move on options, thus reducing the risk of adult homelessness.



## Communications and Advocacy

In 2017 Peter McVerry Trust continued to build awareness of the charity and its work. The year was the busiest on record for the charity in terms of communications, with the organisation featuring widely across broadcast, print and digital media platforms as it delivered evidence based and solution focused commentary.

Peter McVerry Trust received particularly high levels of media exposure for our pre-budget submission, the discussion on the first emergency housing summit, and reaction to the weather event of Storm Ophelia. Other notable periods of media coverage included the launch of the charity's new international Housing First partnership with Pathways to Housing Institute and Dr Sam Tsemberis. Peter McVerry Trust also highlighted the deaths of 12 people who were sleeping rough, which occurred during a seven week period.

The charity continued to grow and improve its online presence with social media playing an increasingly important role in our efforts to engage and inform the public on the issues of housing and homelessness. Social media also plays a critical role in our efforts to identify and engage people sleeping rough with members of the public regularly responding to social media campaigns on the issue of rough sleepers. During Storm Ophelia, Peter McVerry Trust's Twitter account played a crucial role in encouraging members of the public to report vulnerable people in need. In a 24-hour period, our posts reached over 400,000 people and resulted in a number of rough sleepers being located and brought to shelter ahead of the storm.



Fr Peter McVerry at the launch  
of St. Agatha's Court

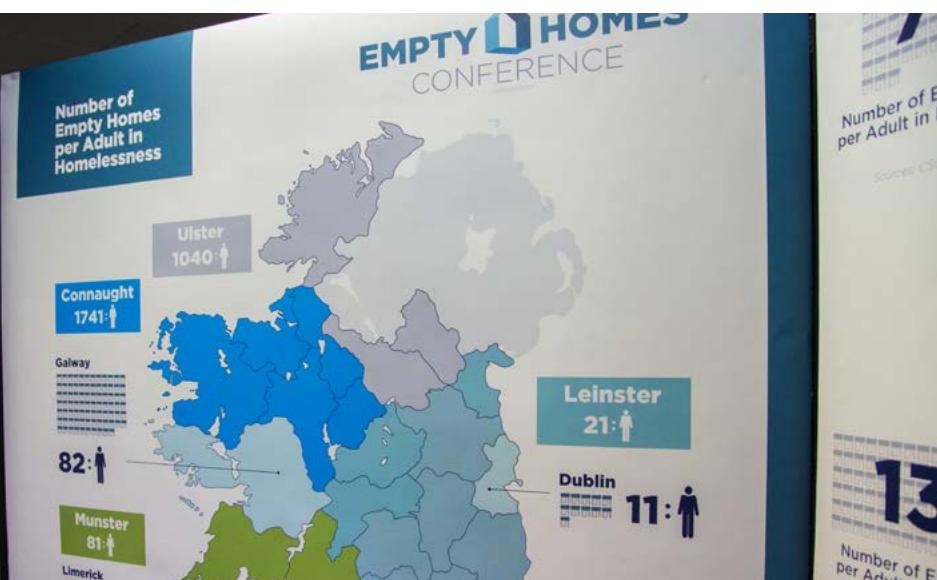
## Advocacy

Peter McVerry Trust continued to advocate for the needs of those impacted by homelessness, drug misuse and social disadvantage. The charity undertook both public and private advocacy which sought, as always, to secure the greatest progress in responding to the needs of those the charity seeks to support.

### EMPTY HOMES

A major theme of the organisation's work in 2017 was the issue of empty homes. In March 2017 Peter McVerry Trust organised an Empty Homes Conference, which was the first event of its kind in Ireland to focus on the issue of vacancy. The conference heard from a number of Irish and international speakers with an emphasis on how we can reuse empty buildings to meet housing need in a sustainable and cost effective manner. As part of the effort to build an evidence based argument for the stepping of actions to address this issue, Peter McVerry Trust carried out its first public opinion survey with 62% found to be in favour of an empty homes tax.





## PRE BUDGET SUBMISSION

In late August Peter McVerry Trust launched its pre-budget submission. The submission garnered widespread media coverage and set out a number of actions identified by Peter McVerry Trust as critical in addressing the housing and homeless crisis. Two measures proposed in our submission were adopted by government including the amendment of the repair and lease scheme and the establishment of national Housing First programme. A third measure, the introduction of an empty homes tax, was put to further consideration by the Department of Finance.

## EMERGENCY HOUSING SUMMIT

In early September 2017, following the death of seven people sleeping rough in a 12 week period which was first highlighted by Peter McVerry Trust, the Minister for Housing announced an emergency housing summit. As part of the process, Peter McVerry Trust made a number of proposals to the minister in a one-to-one meeting ahead of the summit. Again, a number of the charity's proposals were ultimately adopted and listed as actions at the end of the summit.

# Fundraising

Peter McVerry Trust would like to acknowledge all those who contribute to us and support our work with such generosity and good will.

In 2017 a total of €9 million was donated to Peter McVerry Trust. Included in this income was €2.5 million in restricted income for capital development projects, an increase of €1.1 million on 2016. A further €1 million was also received in legacies. These funds enabled Peter McVerry Trust to grow our housing led approach in ending homelessness.

The single largest source of fundraising income for Peter McVerry Trust remains individual supporters. Donations from individuals contributed 41% of our total fundraising income in 2017 through one-off and regular giving.

## CORPORATE PARTNERSHIPS

There was a significant increase in fundraising income from corporate sources in 2017, reflecting an improving economic situation as well as an increased awareness and appreciation of the work of Peter McVerry Trust in responding to homelessness.

Overall fundraising income generated through corporate sources grew by more than 60% in 2017 with the help of an increased number of corporate partnerships and a strong employee engagement.

The charity was also delighted to enjoy the support of Radio Nova's two-day 'Radiothon', in March. This initiative reached 80,000 listeners across Dublin, Kildare and Meath, and helped expand our donor database with over 1,000 new supporters.

Regionally, we were supported in Munster by companies Northern Trust and First Choice, who launched a pilot 'opening hours' payroll giving campaign on World Homeless Day. In Connaught, we were the selected charity partner at Creganna Medical's global leadership summit.

Ending the year, companies raised an incredible €750,000 through our Corporate Christmas Appeal, which focused on housing and support services in 'turning the key' on homelessness.

## COMMUNITY

More than 50 school visits were conducted in 2017, with further talks taking place via Skype which helped to increase our reach across the country. We launched a new schools' fundraising initiative - 'The Big Sleep-In' - which raised over €30,000 in its first year. Overall, schools income almost doubled from the previous year.

In 2017 there was also a record number of church gate collections in Dublin and Kildare, and the charity is indebted to our volunteer collectors for making this such a successful fundraising mechanism. Thanks also to the many individual and community fundraisers who conquered Everest Basecamp and the peak of Kilimanjaro, took on skydives and winter swims and organised extravagant bake sales to raise vital funds in support of Peter McVerry Trust.



# Opening Doors - World Homeless Day

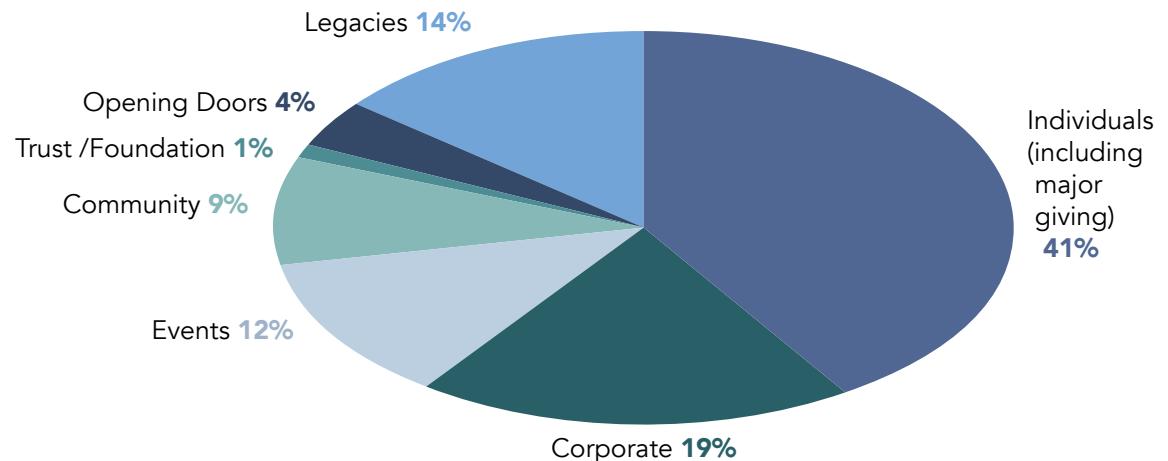
Peter McVerry Trust's annual Opening Doors Appeal continued to grow, raising more than €250,000 over a two week period in October.

## FUNDRAISING EVENTS

Hundreds of people took part in the charity's many challenge events, such as runs, hikes, walks and cycles throughout 2017. Thousands more attended events, such as dinner dances, art exhibitions and gigs throughout the year to support Peter McVerry Trust's work. The organisation is grateful to our many sponsors who help make our events possible, including our long-term partner Clontarf Castle Hotel who sponsored our 11th Gala Ball.

The annual Christmas Carol Concert was supported by The Island of Ireland Peace Choir, The Palestrina Choir and soprano Eileen Coyle who all performed to a packed St Patrick's Cathedral in Dublin.

## FUNDRAISING INCOME SOURCES 2017\*



\* €2.5million restricted income towards capital development projects is not included in the chart.



## Vera's Story



“

I was in homeless services for two years, but now I have moved on with my life. I have this nice little home, I have a job.

I'm so happy to have this little place, and where I am living is so lovely and quiet.

”

## Pat's Story

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“

I have to say that since I moved in here my life has been great and it's been a complete change and my life is now getting better every day.

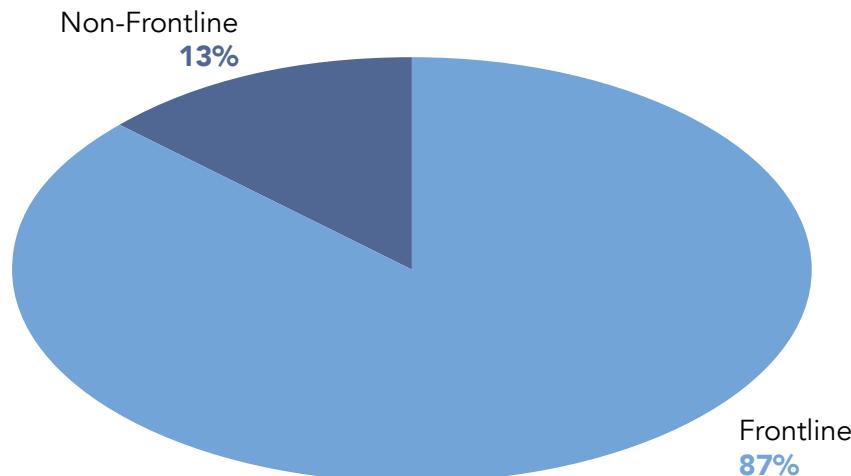
”



# Human Resources

As of the 31st of December 2017, Peter McVerry Trust employed 294 whole-time equivalents. Of this 256 were front-line positions and 38 were non-frontline head office positions.

## HEADCOUNT BREAKDOWN 2017



The total whole-time equivalent (WTE) of core staff in 2016 was 221. Thus our number of core staff grew by 33% in 2017. In line with organisational growth and the need for increased staffing levels the Human Resources Department was expanded to include a dedicated Recruitment Manager.

At the end of 2017 the number of staff employed on our relief panel was 141. In 2017 we continued to implement a successful strategy of hiring "cluster relief" workers, whereby highly skilled relief staff with full-time availability are hired to work across a cluster of services depending on where the needs arise. This strategy provides an excellent training and development path for our relief social care workers, who may subsequently be offered a full-time line on a contract. Peter McVerry Trust augmented this strategy with the introduction of a separate trainee social care worker programme with two successful intakes prior to Christmas.

During 2017 the charity continued our succession planning strategy by appointing 15 staff to our team leader/social care leader panel. All of this took place following a rigorous assessment and interview process, demonstrating both the commitment and ability of the organisation to respond in times of crisis to those in need of our support services.

Training activity increased by 34% in 2017, which included the introduction of new training such as mental health first aid and an intensive induction programme for the trainee social care workers.

A structured supervision and performance management programme for all managers and staff was also introduced in 2017.

## PETER MCVERRY TRUST GRADUATE PROGRAMME

Peter McVerry Trust's Graduate Programme ran again in 2017, which resulted in 32 newly qualified Social Care Workers joining our team. It is the fourth year of the scheme. The graduates came from 11 different universities and third level colleges throughout the country. The programme continues to be successful in attracting high calibre graduates and in building links with educational institutions.



## Erica's Story

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“

The difference being in my own home now from when I was in a hotel is that I can cook dinners and do our laundry. My daughter has her own space and room to play in and the toys aren't on the floor of a hotel room. Now I have lots of things to look forward to.

”

# Board of Directors 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, insurance, 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 five 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 2017, two directors' positions were up for renewal, one of whom stepped down and the other was reappointed.

Two new directors were appointed at the AGM to commence immediately. All incoming directors were given a comprehensive induction. Following the AGM in 2017 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 2017, the board of directors and its committees met on 18 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 six times per year. The Research and Services Committee meets five times per year. The Remuneration Committee meets three 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, Peter McVerry Trust meets 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. Peter McVerry Trust also complies 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 its 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 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's 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 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 2017 Peter McVerry Trust worked with over 4,971 people. The charity has 272 properties and growing, it provides over 762 residential placements per night and its operational budget for 2017 is over €23.9 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 four for a Director Regional Health Office post under the Lansdowne Road Agreement. 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.

# Board of Directors and Financial Statements

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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 annual report together with our most recent annual reports, our current strategic plan, audited accounts and our corporate governance statement are all available from our website

## FINANCIAL REVIEW

The results for the full year are set out on page 34.

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.



Sod Turning December 2017 at  
Ravenswood Social Housing Development Scheme.

# Detailed Income and Expenditure Account

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## EXTRACT FROM CONSOLIDATED FINANCIAL STATEMENT OF PETER MCVERRY TRUST CLG FOR THE YEAR ENDED 31 DECEMBER 2017

### INCOME

Peter McVerry Trust Generated Revenue & Capital Funding	€10,012,317
State Funding	€14,465,659
<b>TOTAL INCOME</b>	<b>€24,477,976</b>

### EXPENDITURE

<b>TOTAL EXPENDITURE</b>	<b>€23,892,202</b>
Surplus for the Year	€585,774

### RESERVES

Revenue reserves (unrestricted)	€3,427,897
Sinking Fund (restricted)	€142,000
Restricted Reserves	€250,000
Capital Reserves	€10,102,226
<b>TOTAL RESERVES</b>	<b>€13,922,123</b>



**Peter McVerry Trust would like to acknowledge the following organisations  
for their support during 2017.**

Department of Housing, Planning and Local Government

Department of Children and Youth Affairs

Department of Health

Department of Justice

Department of Social Protection

Dublin Region Homeless Executive

Cavan County Council

Dublin City Council

Fingal County Council

Kildare County Council

Limerick City and County Council

Louth County Council

Monaghan County Council

South Dublin County Council

Health Service Executive

St Patrick's Mental Health Services

TUSLA

Irish Probation Service



**Peter McVerry Trust,**  
29 Mountjoy Square,  
Dublin 1,  
D01 C2N4

t: 353 (0)1 8230776  
f: 353 (0)1 8230778  
e: [info@pmvtrust.ie](mailto:info@pmvtrust.ie)  
w: [www.pmvtrust.ie](http://www.pmvtrust.ie)

