



# Bridging the Gap

to create  
an equitable future



Society of St. Vincent de Paul

**ANNUAL REPORT**  
2017



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to create an equitable future



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# About us

The Society of St. Vincent de Paul (SVP) was established in Ireland in 1844. It is the largest voluntary charitable organisation in Ireland.

Our focus is on a practical approach to dealing with poverty, alleviating its effects on individuals and families through working primarily in person-to-person contact by a unique system of family visitation and seeking to achieve social justice and equality of opportunity for all citizens.

In addition to providing direct assistance to those in need, caring for the homeless, providing social housing, operating holiday homes and other social support activities, the Society promotes community self-sufficiency, enabling people to help themselves.

Any assistance offered by the Society is given in a non-judgemental spirit, based on the needs of the individual or family seeking help.

The Society respects the dignity of those who contact us, offering assistance and advice when sought, maintaining their dignity while assisting them towards long-term self-sufficiency in a relationship of friendship, trust and confidentiality.

# Our Mission & Ethos

**SVP is charity is a Christian voluntary organisation, working with people experiencing poverty and disadvantage. We are involved in a diverse range of activities characterised by:**



## Support and friendship

Through person-to-person contact, we are committed to respecting the dignity of those we assist and fostering self-respect. We assure confidentiality at all times and endeavour to establish relationships based on trust and friendship.



## Promoting self-sufficiency

It is not enough to provide short-term material support. Those we assist are also helped to achieve self-sufficiency in the longer term and the sense of self-worth this provides. When problems are beyond our competence, we enlist the support of specialised help.



## Working for Social Justice

We are committed to identifying the root causes of poverty and social exclusion in Ireland and, in solidarity with poor and disadvantaged people, to advocate and work for the changes required to create a more just and caring society.





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Kieran Stafford  
National President

I am pleased to present our Annual Report for 2017. It has been another busy year for the Society and I thank Members and Staff for their ongoing commitment and support for those we help. SVP members have lived out our mission and ethos by bringing support and friendship to those experiencing poverty, working to help them back to self-sufficiency and advocating for social justice.

Our aim is to bring friendship and support to people in need and suffering marginalisation; this is at the heart of what we do and continues to be a priority for the Society.

During 2017 our member's visits with people and families challenged by poverty and inequality did make a difference in the lives of many. This visitation work is only possible due to the passion and commitment of the SVP members, volunteers and staff, and through the ongoing generosity of the people of the island of Ireland which has remained as strong as ever. We invite people in our communities to be members of SVP and to enable SVP to reach more of the people who need our help.

Our members reported that the needs and problems that people in need were presenting with are becoming more complex and challenging. In particular barriers to accessing education and housing coupled with inadequate income were the main drivers forcing people to approach us for help

Our society can only function properly if we have dedicated members who are prepared to take on leadership roles. I thank all those who volunteered and continue to work diligently in these roles. All these positions require hard work and commitment ensuring we are in a position to best help those seeking support from us.

Through our work with those in need we understand that if we do not speak out against the causes of poverty then we will continue to see people struggle to have a minimum standard of living, with that in mind members and staff campaigned vigorously for social justice and an equal society. When we speak out on issues that affect those experiencing poverty we speak from our experience of helping people struggling on a daily basis. This advocacy supports our home visitation work in our aim to help people back to self-sufficiency.

During the year we continued our programmes for the development of our Members, Members in officer roles and Young SVP. Our youth programme takes our Vincentian values of social justice and building good communities to primary and secondary schools, and third level colleges. The awareness of social justice issues is an important component of the Young SVP programme as today's young people will be the decision makers and leaders of the future and we would like to think that an awareness of Social Justice will inform those decisions.

Social justice and advocacy is a key activity for the Society. SVP aims to make Ireland a fairer and better place to live in, challenging social injustices such as poverty, access to education, homelessness, the working poor, isolation, access to health services, and access to social housing.

Looking to the future, SVP always endeavour to improve what we do and be ready to adapt and

respond to changing needs in our communities. Our member's visitations really mean understanding the needs of those we visit, which takes time and patience. During the year the Area and Conference Presidents pursued ongoing ways of helping and supporting our members in our crucial visitation work.

Thanks to the generosity of the donors and the many people that support us we continue to make a difference in so many lives throughout Ireland it is a privilege to do so and again I thank everyone who makes this possible.



**Kieran Stafford**  
**National President**

# 2017 AT A GLANCE



1,552,464 VOLUNTEER HOURS



5 HOLIDAY HOMES



1,200 CONFERENCES



10 HOSTELS



10,781 MEMBERS



300 HOSTEL BEDS



4,016 VOLUNTEERS



857 SOCIAL HOUSING UNITS



139,440 REQUESTS FOR HELP



7 RESOURCE CENTRES



220+ CHARITY SHOPS



8 REGIONS TWINNED WITH  
11 AFRICAN COUNTRIES

”

Being part of SVP is one of the most rewarding aspects of my life. Being part of such a wonderful organisation is a privilege, as it allows me to offer assistance to people affected by social injustice, and I can do this thanks to the generosity of the people that so kindly support our work.

”



## HOW WE PROVIDE HELP



Home Visits



Services + Resources Centres



Online



Phone

## CONFERENCES



Home + Centre Visitation



Emergency Relief

## PLUS



Vincent's Shops



Social Justice Advocacy

## WHO WE HELP

OUR CONFERENCES CONNECT



OUR MEMBERS RESPONSE



## HOW WE HELP



## GOOD WORKS



Home Visits



Homeless Services & Other Centres



Education Support



Resource Centres



Youth Programs & Services



Budget Counselling & MABS



Social Housing



Food Distribution



Community Development Services



Social Justice Advocacy



Young SVP Programmes



Twinning Programmes

1 IN 3 CALLS TO  
**SVP**  
RELATE TO  
**FOOD**  
POVERTY



**SVP SPENT**  
**€10.4m**



on direct assistance  
for food in 2017

**SVP received 5,000 calls**  
**for back-to-school help**  
**in August 2017.**



**SVP SPENT**  
**€3.6 MILLION**  
**ON EDUCATION IN 2017**

# 10,781



## VOLUNTEER MEMBERS



contributed  
**1,552,464**  
**HOURS**  
of their time  
to supporting  
our frontline  
services

# STRUCTURE & GOVERNANCE

## We are:

**10,781  
MEMBERS**

The Society of Saint Vincent de Paul is a voluntary led organisation and its membership in over 1,200 Conferences (the basic operating unit of the Society) making up 10,781 volunteers.

**1,200  
CONFERENCES**

The Society nationally elects a National President and similar elections occur for the eight Regional Presidents, 116 Area Presidents and 1,200 Conference Presidents.

**8 REGIONS**

The National Management Council (NMC) is the directive, co-ordinating and management body and sets the policy of the Society, consistent with the Mission and Values Statement. It is responsible for the overall direction, control and management of the activities of the Society at national, regional, area and local level and in respect of the Society's special works, implementing its policy consistent with the Mission and Values Statement.

**116  
AREA PRESIDENT  
COUNCILS**

National Council is the representative body of the Society in Ireland.

**1 NATIONAL  
COUNCIL**

The National Co-ordinating Committee is a committee of the National Management Council, appointed to assist, advise and support the National President in performing day-to-day functions.

**1 NATIONAL  
MANAGEMENT  
COUNCIL**

A number of sub-committees support the NMC:

- *Finance Committee*
- *Audit Committee*
- *Safeguarding Committee*
- *Services Committee*
- *Fundraising Committee*
- *Retail Committee*
- *IT Steering Committee*
- *Social Justice & Visitation Committee*
- *Young SVP Committee*
- *Twinning Committee*
- *Social Housing, Homeless & Specialist*

# OUR TRUSTEES

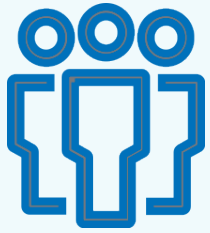
**Kieran Stafford, National President**  
**Rose McGowan Vice President for Members**  
**Ciara Reynold, Vice President for Governance**  
**& The Rule**

**Peter Fitzpatrick, National Treasurer**

## Regional Presidents

**Michael McCann, West Region**  
**Brendan O'Neill, Northern Ireland**  
**John Lupton, Mid West**  
**Liam Reilly, North East and Midlands**  
**Rosa Glacken, North West**  
**Bernadette Doyle, South East**  
**Christy Lynch, South West**  
**William Casey, East**

**Fr. Paschal Scallon, Spiritual Advisor**



# Our Members

## Visitation

The majority of the volunteer members of the Society of St. Vincent de Paul provide a home visitation service to people in need. Visiting people in pairs, our volunteer members assess the needs of individuals and families who request assistance.

Depending on the need they will provide support, friendship and advice on a regular basis depending on the circumstances.

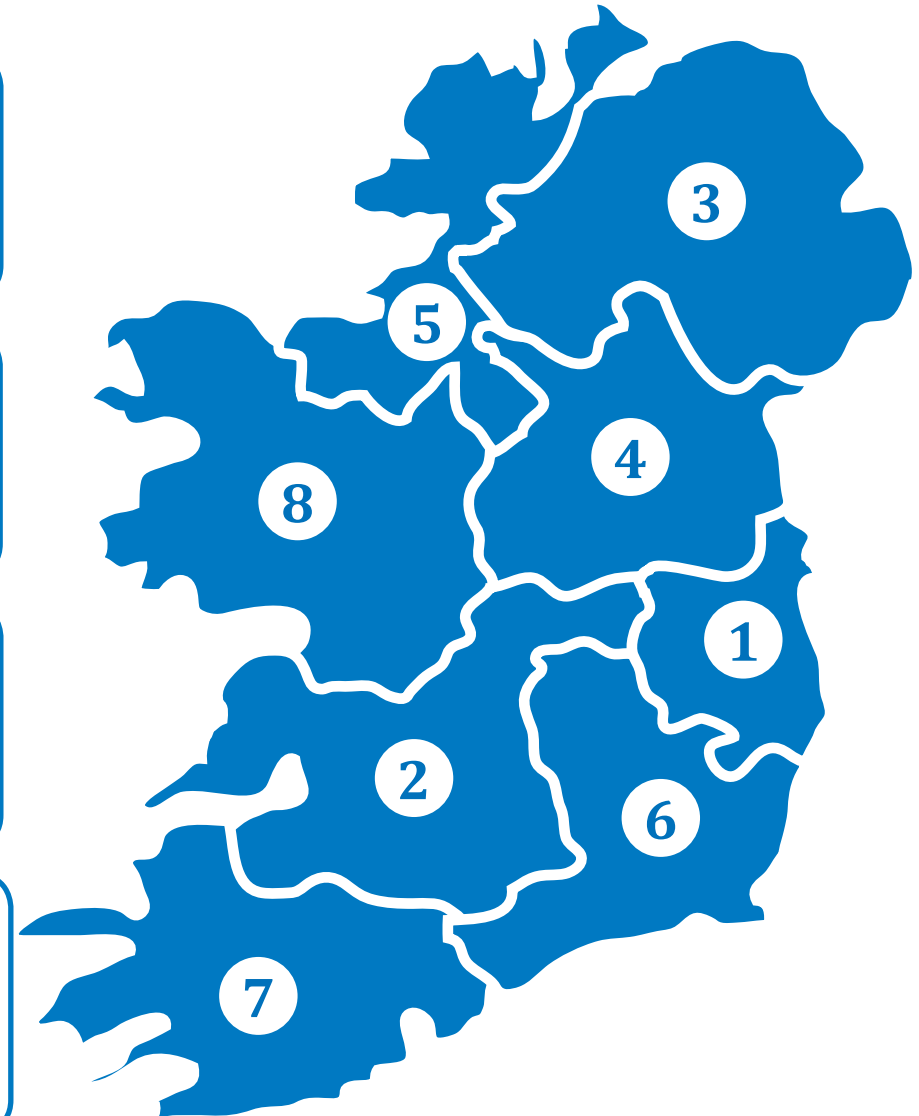
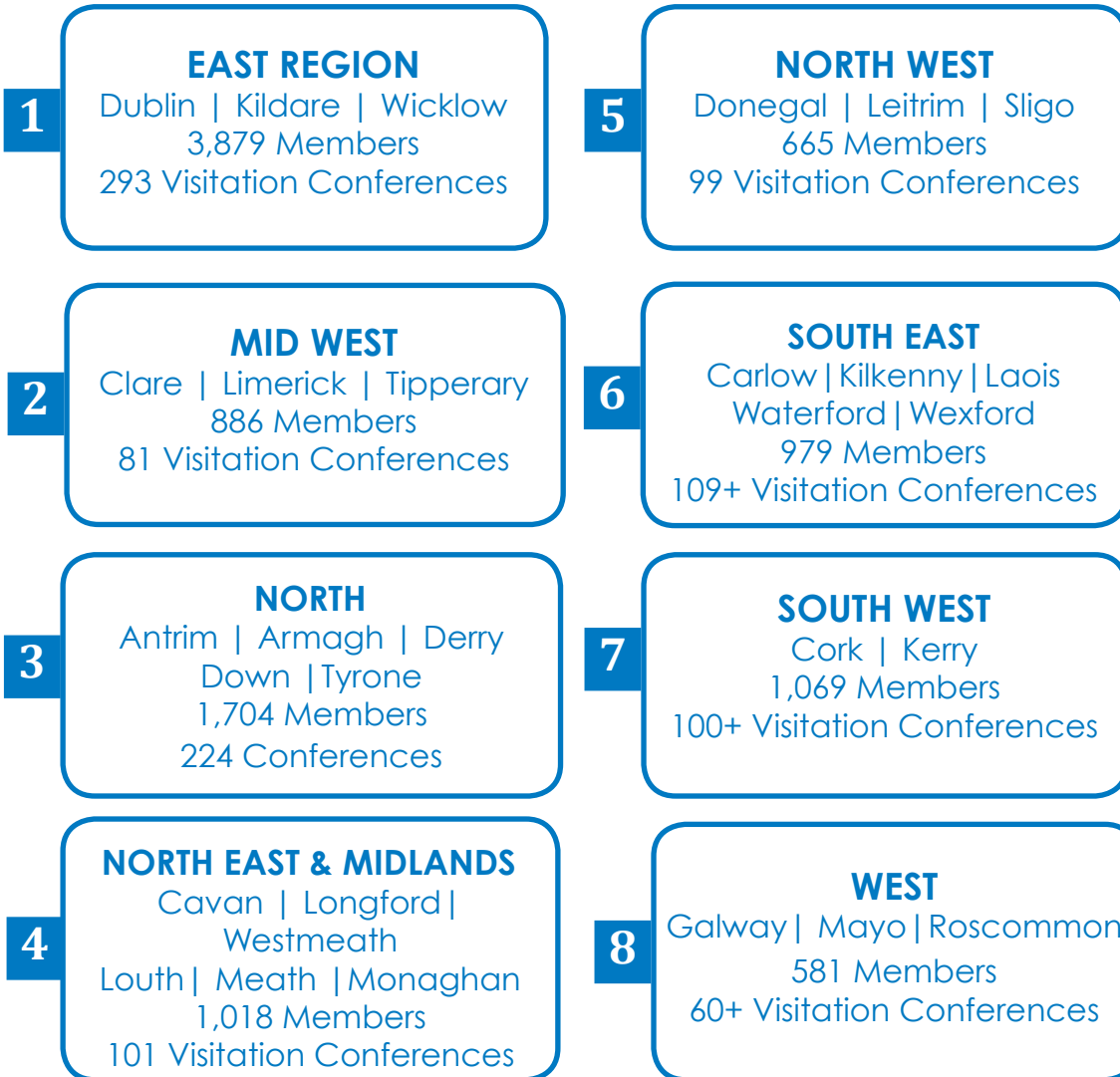
In 2017, 53,173 households received assistance from SVP on at least one occasion. People can contact SVP through our network, offices, by email and phone. More will have contacted SVP through their local SVP Conference in the community. Often people will need more than one visit from SVP, and indeed may have to call on SVP on more than one occasion.

The recurring needs of households are reflected in the 139,440 requests for assistance received centrally by SVP in 2017.





# Our SVP network operates across 8 regions



# Member Support

Enabling our volunteers  
to help people in need

2017 saw some exciting new developments in SVP member support, amongst them a new programme of 'Area Gatherings' as well as new publications for people in need as well as for SVP members.

1,200 members participated in 30 'area gathering' events throughout the Society. SVP 'Area Gatherings' are facilitated events designed to develop the quality of Members' Visitation and give an opportunity for Conferences to come together and affirm the work being done.

60,000 copies of a new leaflet '*Getting Help from the SVP*' were distributed on a regional basis for Conferences to distribute in the Community. '*Getting Help*' is written in plain English and explains the process of receiving assistance from SVP. A new edition of the *SVP Best Practice and Guidance Notes* was also circulated to all Conferences in the Republic of Ireland with helpful advice and guidance for common issues.

A previous challenge for SVP has been to ensure that the vital volunteer role of Area President is well maintained and supported. By the end of 2017, 90% of the Society had volunteers in this role, thus maintaining an important link to our Conferences.

SVP Area Presidents are directly supported by 12 Membership Support Officers (MSO's) in their role of supporting Conference activity. The MSO role is relatively new in SVP but has proved a beneficial support from the Society to its volunteer members.

DO YOU NEED  
**HELP?**



SVP can offer support  
when you need it

**Talk to your local SVP  
in confidence**

A little help at the right time can make a big difference.  
SVP volunteers provide practical help and support to people who are struggling to manage for whatever reason through our local Conferences.

**CONTACT US:**



**Society of St. Vincent de Paul  
National Office**  
91-92 Sean MacDermott Street,  
Dublin 1  
**Phone:** 01 819 8422  
**Email:** info@svp.ie  
**Website:** www.svp.ie/requesthelp  
**Local Contact:** \_\_\_\_\_

# Sarah's Story

## A volunteer's perspective

*"When I first started volunteering at SVP's Ozanam House Resource centre in Dublin's North Inner City, I was amazed by how important and valued it is to people within the community. I was also taken aback by how comfortable the young people and other users feel in the centre - It feels like a second home for them."*

As well as working with the active retirement and men's groups within Ozanam House, Sarah works across a range of youth programmes for children and young people.

*"I love working with children. It's amazing to see the impact that coming here has on them. Usually on their first day, the children may be shy and withdrawn. Some have very poor communication skills. But after a few months you can really see the difference it makes as their personalities really develop and their conversation skills improve. They can tell me what they need and are not afraid to speak out in a group or get involved in the activities."*

Sarah works on a wide range of activities like music, cooking, education supports, group activities and providing a safe environment for young people to hang out with their friends.

These activities are important to help children and young people build their confidence and try new things. For some young people, Ozanam House may be the only safe environment they have to play and hang out with their friends.

*"During my work on the youth programs, I see some children coming to the centre who are in difficult living situations. There have been children who come here because their families have been forced to live in a hotel room or others who are living in two bedroom properties with up to six siblings and their parents."*

*"For these children, Ozanam House provides a space for them to just be children and have fun. It fosters a safe environment for children of any age to come in and be themselves. They play music, games and chat to us about their concerns."*

*"At Ozanam House we keep everything positive, encouraging and empowering. It's our mission to create a place where people can grow and make friends in a supportive environment and everyone is willing to help each other."*

*It's all about talking to the young people who are using the centre and building a relationship with them. For some, simple things like sitting down and having a cup of tea and a chat with them can make a huge difference to their day."*

A year on from her first day of volunteering at Ozanam House, Sarah has been accepted to a Masters Degree in Social Care at UCD.

*"I am really looking forward to starting this course as I have seen first-hand the impact this type of work can have on people's lives."*



*"When you see a child developing and becoming more confident and when you see the people getting something back from it - it makes coming in on a miserable, cold winters' evening all worthwhile."*





## SVP Homeless Services

SVP is one of the largest providers of services to people out of home in Ireland. Every year over 5,000 people in Ireland experience homelessness. SVP believes that no one should ever have to sleep rough, under any circumstances, and that everyone has a right to a safe, secure and comfortable home.

The Society currently provides services to those experiencing homelessness on a nightly basis and also provides a range of tenancy sustainment, resettlement support and day-care services throughout the country.

Homeless services continue to progress under the national line management structure. 2017 also saw major developments in the homeless sector nationally, with the circulation of proposed National Quality Standards for Homeless Services for testing across the sector. These apply to all homeless services funded by the state when implemented. SVP was invited to participate in the piloting of the quality standards and to contribute to their development through Bethany House, SVP's homeless service for women and children in Longford.

Homeless Services also established a Quality Standards Implementation Team, which includes members of our frontline staff in services. This is tasked with overseeing our preparation for the quality standards, and support and training for all services has been initiated to assist them in preparing for what will be the minimum service delivery standards. Much of the work has focused on supporting services to engender a culture of Service User involvement, and to engage with them in the planning and delivery of services.



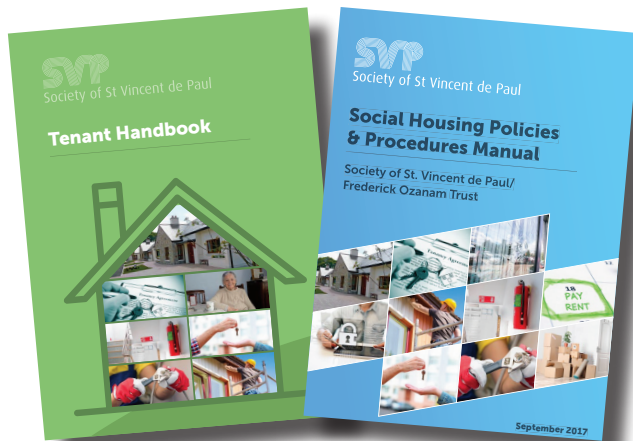
Our services remain busy as we've continued to offer 300+ beds of emergency accommodation per night across the country, and worked with our regional funders on the development of additional low threshold units in Waterford and Limerick city, and opening extra capacity in all services for vulnerable individuals during the crisis events of Storm Ophelia.

In September 2017, we successfully completed a transfer of our Mayo based domestic violence refuge and outreach service, funded by TUSLA the Child and Family Agency, to the management of Safe Ireland – a national organisation with dedicated expertise in that area



The Society of St. Vincent De Paul/Frederic Ozanam Trust, as a registered Approved Housing Body (AHB), provided 857 units in 2017 of social housing across the country, delivered and managed by 65 Conferences. This involves some 740 Members supported by employees across various schemes. In total 893 tenants avail of the Society's Social Housing.

Regional committees have also been developed, with professional and volunteer Housing Officers being appointed.



This has contributed to a more systematic interaction with conferences facilitating two-way communication and collation of data.

In terms of asset management, a programme of stock condition surveys was rolled out which will inform future financial liabilities for major works.

A range of policies and protocols were developed and circulated to all conferences providing ready-made templates and procedures for all performance matters. A national conference was held which provided education and training and facilitated workshops as part of a consultation process towards a new strategy for the Society's Social Housing, which will be completed in early 2018.

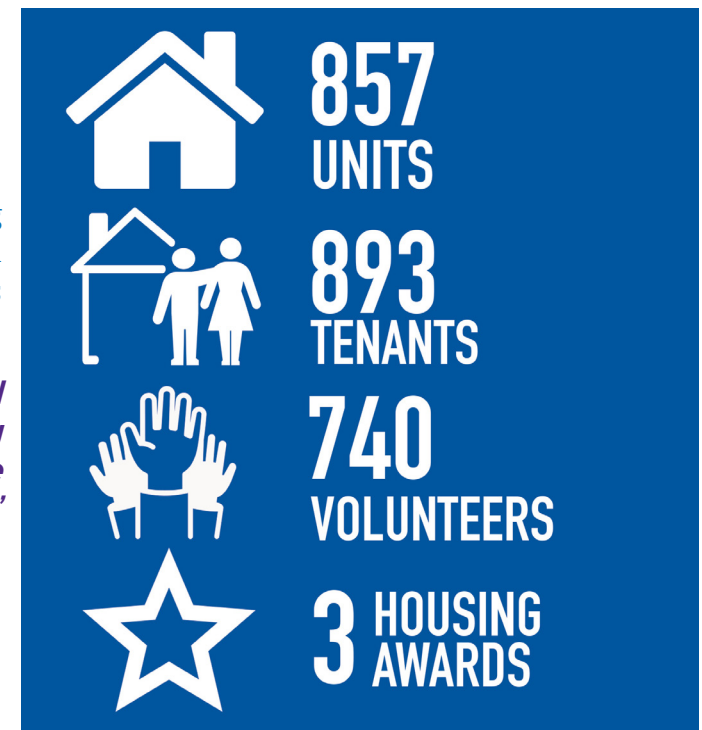


*“St Michael’s Housing Scheme Foxford displayed not only an award-winning architectural build but had an impressive housing management method.”*

St Bernadette’s Conference Voluntary Housing Group Upperchurch Winner of Special Recognition Award for Work by a Volunteer Group



## SVP SOCIAL HOUSING





## SVP RETAIL

SVP operates 220+ Vincent's charity shops that generate much-needed funding for SVP projects in the local community whilst promoting the ethos, values and history of the organisation.

The shops afford people the opportunity to volunteer their services in the community and protect our environment by facilitating the redistribution of clothing and other items which might otherwise go to landfill.

The shops compliment the home visitation work of SVP and serve as a platform to promote social interaction, social justice, self-sufficiency and value for money shopping.



**220+**  
**SHOPS**

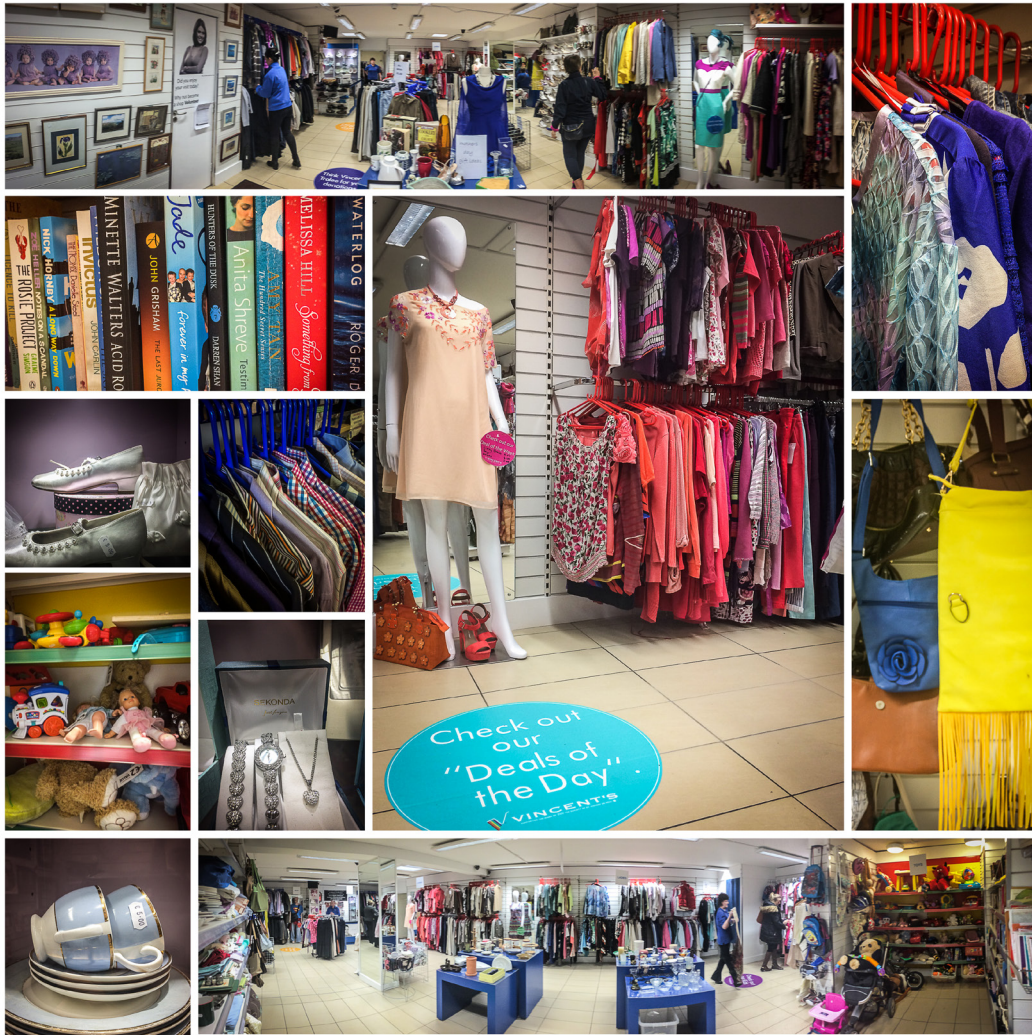
**45**  
**TRANSPORT**  
**VEHICLES**

**1.5m 10kg**  
**BAGS OF**  
**DONATIONS**  
RECEIVED THROUGH SHOPS

**500+**  
**CLOTHING**  
**BANKS**

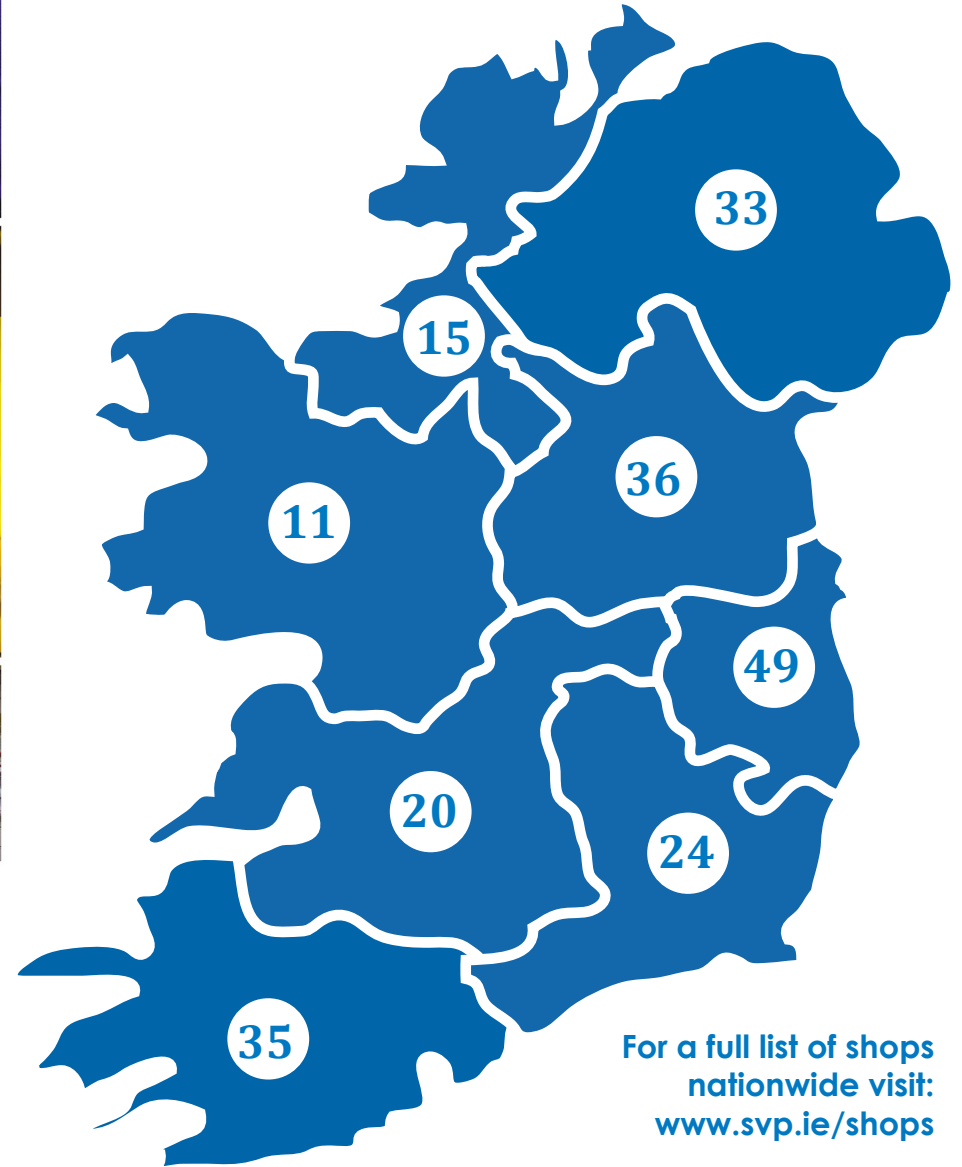
**3,500 SHOP**  
**VOLUNTEERS**





*SVP greatly appreciates the generosity of the donating public and makes every effort to ensure that all donated items add value to our work.*

# VINCENT'S SHOPS BY REGION



For a full list of shops nationwide visit: [www.svp.ie/shops](http://www.svp.ie/shops)



## SVP Social Justice

**Social Justice Advocacy continued to be a key activity for the Society throughout 2017. In accordance with the mission statement of the SVP, our social justice work seeks to achieve policy change to address the root causes of poverty and to challenge the notion that poverty and inequality are inevitable. Key areas of focus in the last year were housing and homelessness, education, income adequacy, child poverty and fuel/energy poverty.**

The housing and homelessness crisis has continued to grow, with the burden of housing costs resulting in more families struggling to afford their rents, increasing the risk of homelessness and leaving less money available to meet food, energy and education costs.

SVP continues to strongly advocate for an increase in social housing supply, reform of the rental sector and a move away from an overreliance on the private rented sector to meet social housing need.

2017 saw a refocusing of our education priorities to reflect SVP member concerns about the high cost of education at primary and second level, and the barriers to progressing to third and further level education and training experienced by students from low-income households.

Our 2017 work on energy poverty emphasised the need to improve energy efficiency in the private rented sector and to ensure that the fuel allowance payment is responsive to increases in energy costs.

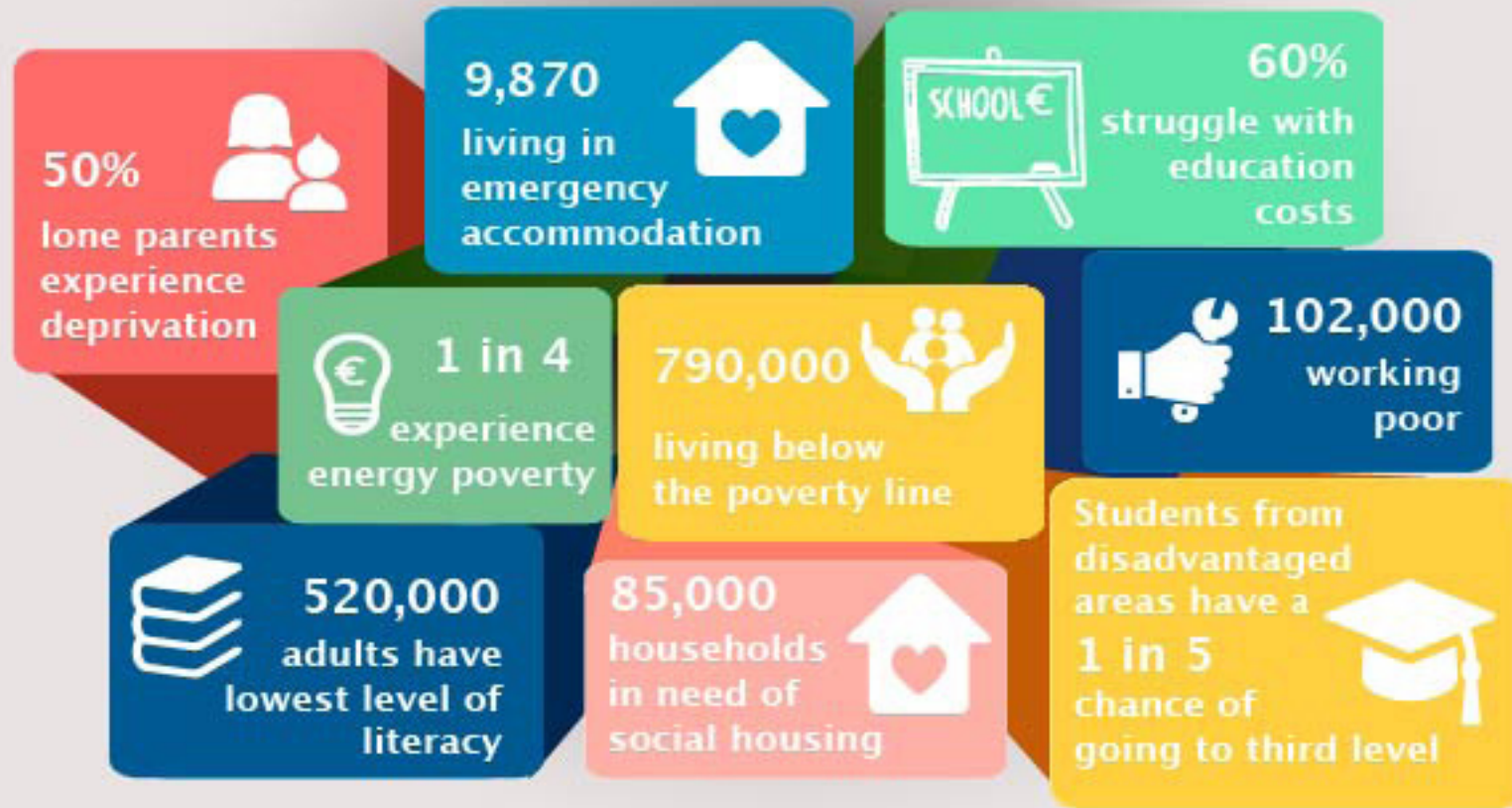
SVP remains concerned about the unacceptably high number of children who continue to live in poverty, with poverty among one parent families being most starkly manifested in the increasing number of one parent families becoming homeless.

SVP has stressed the need for an ambitious target to end child poverty to be retained by Government and for the necessary investment in public services and income supports to be made so that the target can be achieved.

In spite of the emphasis on employment as a route out of poverty for individuals and families, an emerging issue for SVP members is the number of families with jobs who now are living in poverty.



# Why we work for Social Justice



Society of St Vincent de Paul



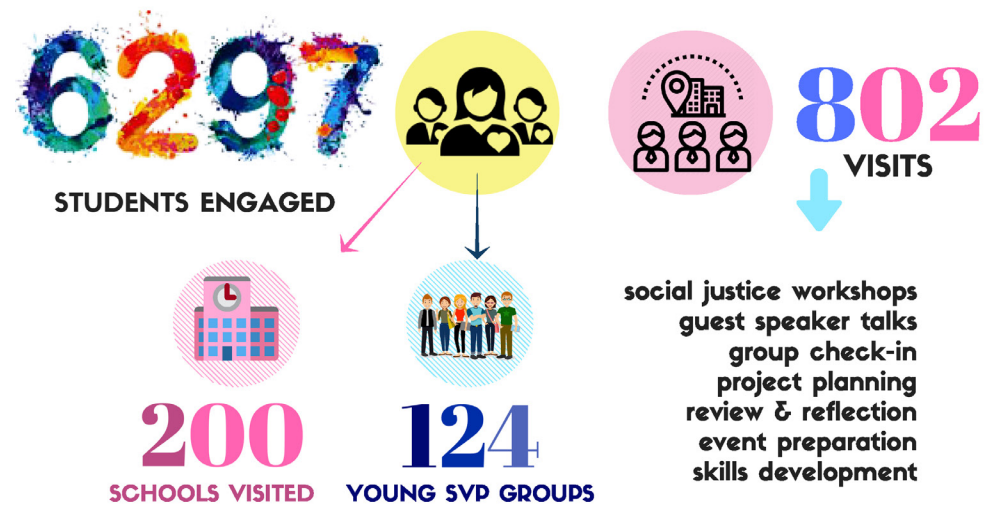
# Young SVP

Young SVP provides opportunities to engage in social action in local communities and encourages personal and social development. The Programme engages with school and college age students across Ireland.

Through Young SVP the work, values and institutional knowledge of the Society will pass on to the next generation through the delivery of a positively supported package that students and their teachers engage in.

The overall aims of the programme are clear – we want to support young people to become better informed, more engaged, conscientious and socially active citizens who will continue to work towards promoting a fair and just society of all in Ireland and beyond long after their engagement with the Young SVP programme.

The 2016/17 academic year saw the launch and roll out of our full Young SVP programme nationally. The programme moved from a pilot phase to a national programme in September 2016, with continued support from our sponsor secured until 2019.



## 2016/17 IN NUMBERS





The overall aims of this programme are to support young people to become better informed, more engaged, conscientious and socially active citizens who will continue to work towards promoting a fair and just society for all in Ireland long after their engagement with the Young SVP programme.

***"I learned that even giving a small amount of your time helping someone can make a huge difference to them and give them something to look forward to."***

The Young SVP Programme was extended to all 8 SVP regions through the 2016-2017 academic year, with new Youth Development Officers coming on board in three regions. This helped to ensure that the Young SVP programme is delivered in a consistent and comprehensive manner across the country. This expanded and enhanced programme engages young people in Schools and Colleges in a manner that provides them with opportunities for personal and social development.

***"Young SVP opened my eyes regarding the amount of people that need help, and the good we can do by simply talking or spending time with someone."***

In October 2017 we took on a College Support Officer, the fruits of this investment were significant toward the end of 2017 with 11 College Conferences and their members supported in the projects and activities they run. This area of the programme will continue to grow with this dedicated resource in place.







## Community Fundraising

SVP works with those in need every day of the year. Community fundraising events allow us to provide long-term support for those we help at home, in schools, prisons and in our community centres, hostels, social housing, drop-in centres and creches.

Whether raising sponsorship or selling tickets for an event, SVP relies on the support of individuals and groups to get involved to fundraise for SVP. We are grateful to the wonderful groups and individuals all over Ireland give generously of their time to support the work we do.





In 2017, fundraised income for SVP totalled €39,304,000 due to the continued generosity of the Irish public. This represented an increase of 6.4% on the previous year. These generous donations enabled SVP to carry out our vital work in the core area of home visitation and direct assistance with the costs of food, fuel and school.

Central to our fundraising activities each year is the SVP Annual Appeal in November and December. The SVP Annual Appeal is our only national campaign each year and is responsible for raising the majority of the funds we need. During this time, the Society benefits from a groundswell of support amongst the general public and local businesses, and is facilitated by our membership base of over 11,000 volunteers.



Other key channels of fundraising income for the Society are church collections and legacy donations. In 2017, church collections decreased slightly to €9,589,000, marking a percentage decrease from 2016 of 5.8%.

One of the unique aspects of fundraising within SVP is our large membership base of volunteers in local communities throughout Ireland. These volunteers are responsible for raising a significant proportion of the income we receive. All of the donations collected are kept within the community and used to help local families.

SVP also receives support through several corporate partnerships. These partnerships provide volunteers, sponsorship and public awareness that complements the work of our volunteers on the ground and the demand they face in local communities.



## National Fundraising

Everything we do throughout the Society of St. Vincent de Paul relies on the generosity of the public. We have seen how one small thing can tip a family into a cycle of poverty and crisis. But the opposite is also a true. A little bit of help at the right time can change everything. By donating to SVP you can be there just when a family needs it. You can stop them from falling into that cycle. You can save them from a life of poverty.

**Income for SVP is received from three main sources: donations from the public, sales from our community charity shop network and Government grants for special works (i.e. homeless hostels and resource centres). The core work of the Society, home visitation and direct assistance, is funded almost entirely from public donations.**

# Financial Reports

	Year 2017			Year 2016		
	Income €'000	Expended €'000	Net €'000	Income €'000	Expended €'000	Net €'000
<b>Visitation</b>	39,304	28,371	10,933	37,098	30,142	6,956
<i>Twinning</i>	-	408	-408	-	514	-514
<i>Fundraising</i>	-	846	-846	-	744	-744
<b>SUBTOTAL</b>	<b>39,304</b>	<b>29,625</b>	<b>9,679</b>	<b>37,098</b>	<b>31,400</b>	<b>5,698</b>
<b>Services</b>						
<i>Hostels</i>	6,022	7,114	-1,092	6,220	6,746	-526
<i>Social Housing</i>	2,778	3,464	-686	2,630	5,288	-2,658
<i>Holiday Homes, Resource Centres, etc.</i>	5,183	7,776	-2,593	5,099	8,690	-3,591
<b>SUBTOTAL</b>	<b>13,983</b>	<b>18,354</b>	<b>-4,371</b>	<b>13,949</b>	<b>20,724</b>	<b>-6,775</b>
<i>Charity Shops</i>	28,876	20,137	8,739	28,262	19,403	8,859
<i>Governance, Management, Support &amp; Admin</i>	-	8,362	-8,362	-	8,302	-8,302
<b>TOTAL</b>	<b>82,163</b>	<b>76,478</b>	<b>5,685</b>	<b>79,309</b>	<b>79,829</b>	<b>-520</b>

Our Financial Statements for the Society are available at [www.svp.ie/finance](http://www.svp.ie/finance)

# Balance Sheet 2017

The Society's Reserves were €162.1 million at December 2017.

## This is made up of:

- Restricted & Designated Reserves €21.1 million
- Property Valuation Reserves €84.9 million
- General Reserves €56.1 million

The cash balance is the aggregate of all Conferences, Areas, Regions and National.

The cash balance is held across the Conferences and Councils of the Society (No. 1,200+). The months of November and December are key months for the Society's fundraising.

Cash balance are related to restricted and designated funds, funds held for sinking funds requirements, funds to meet obligations under SLAs (Service Level Agreements) and Conference purposes.

The Society provides a wide range of services for vulnerable people through its property. The properties include social housing, hostels, resources centres, charity shops, day-care centres and holiday homes.

Financial Position	Year 2017	Year 2016	Movement
	€'000	€'000	€'000
<b>Property, Tangible Assets</b>	116,318	121,097	-4,779
<i>Investment and Other</i>	140	136	4
<b>SUBTOTAL</b>	<b>116,458</b>	<b>121,233</b>	<b>-4775</b>
<b>Current Assets</b>			
<i>Stock</i>	37	43	-6
<i>Debtors</i>	3,527	2,678	849
<i>Cash at Bank and in Hand</i>			
- <i>Restricted/Designated</i>	21,097	7,066	14,031
- <i>General</i>	60,390	66,526	-6,136
<b>TOTAL ASSETS</b>	<b>201,509</b>	<b>197,546</b>	<b>3,963</b>
<b>Liabilities</b>			
<i>Creditors falling due within 1 Year</i>	6,424	5,825	599
<i>Creditors and Deeds of Mortgages</i>	32,995	33,101	-146
<b>NET ASSESTS</b>	<b>162,130</b>	<b>158,620</b>	<b>3,510</b>
<b>Funds of the Society</b>			
<i>Restricted</i>	5,789	6,107	-318
<i>Property Valuations</i>	84,902	87,058	2,156
<i>Designated Funds</i>	15,308	959	14,349
<i>General Funds</i>	56,131	64,496	-8,365
<b>TOTAL FUNDS</b>	<b>162,130</b>	<b>158,620</b>	<b>3,510</b>

# Society Highlights 2017

## What we do

In 2017, SVP received circa 140,000 requests for help. In response to these, we provide practical support to people in need through a wide range of services.

### Visitation

Home Visitation is the core activity of the Society in which the majority of our 11,000 members partake. Our volunteers spend time talking with those who request our help to ensure we fully understand the issues they are facing which enables us to provide the best support possible. Our support can be either non-financial or financial in order to alleviate the impact of poverty and social exclusion. In 2017, we provided €28.4 million to individuals and families. (2016: €30.1 million).

### Service Provision

In addition to our Visitation work, we provide a wide range of services, some government funded for vulnerable people. Such services include 7 resource centres, 10 emergency homeless services (300 beds in hostels), social housing (c. 857 Units), 5 holiday homes, prison visitor centres, children / young adult services and day-care centres. In 2017 we expended €18.4 million on such services accounting for 24% of the Society's total expenditure.

### Community Charity Shops

The Society has 220+ community charity shops. Our Vincent's shops are a very important aspect of service provided by SVP. Not only do they provide people with new and lightly worn items at affordable prices, they also provide an income source for the Society, which is reinvested directly back into the community.

#### Members



11,000 +

#### Requests for Help



circa 140,000

#### Social Housing & Hostel Units



1,157

#### Shop Locations



220 +



## Income 2017

Value € '000



In 2017, Total Income for the Society was €82.2 million (2016: €79.3 million). We couldn't carry out our vital work without the generosity of our many donors.

SVP is committed to complying with the standards outlined in the Guidelines for Charitable Organisations on Fundraising from the Public and formally adopted the statement in 2013.

Our Financial Statements for the Society are available at <http://www.svp.ie/finance>

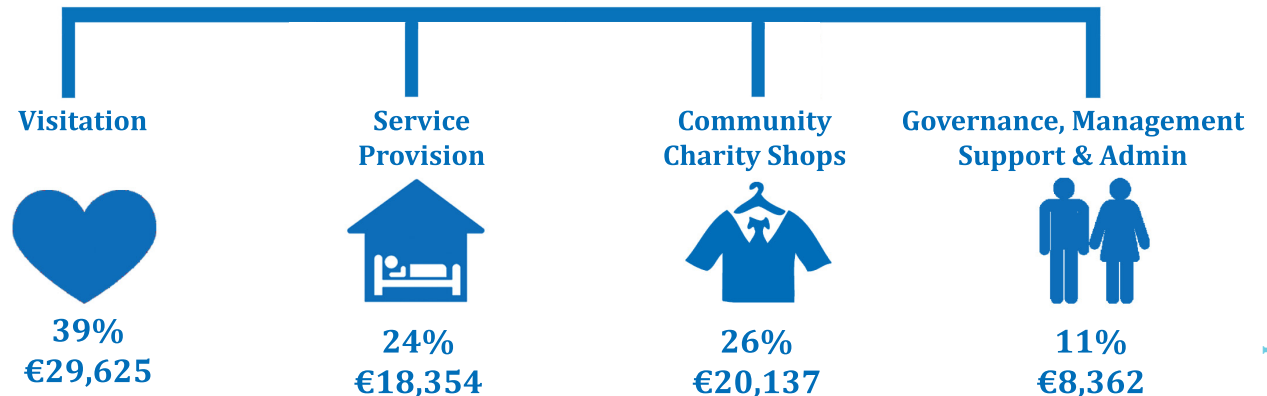
In 2017, Total Expenditure was €76.5 million (2016:€79.8 million). Visitation work includes non-financial support, advisory assistance, befriending and supporting access to social services. In addition assistance to individuals can be direct financial support, foods, fuel and support with utility bills.

Our Services including social housing, homeless services, resource centres, holiday homes etc., accounting for 24% of the Society's total expenditure.

Charity shops account for 26% of the Society's total expenditure with management, support, governance and administration representing 11% of the Society's total expenditure in 2017.

## Expenditure 2017

Value € '000











Society of St. Vincent de Paul

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