

Paving a pathway out of poverty

The Society of
St Vincent de Paul
Ireland

**ANNUAL REPORT
2018**



Society of St. Vincent de Paul

Paving a pathway out of poverty



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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 home 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 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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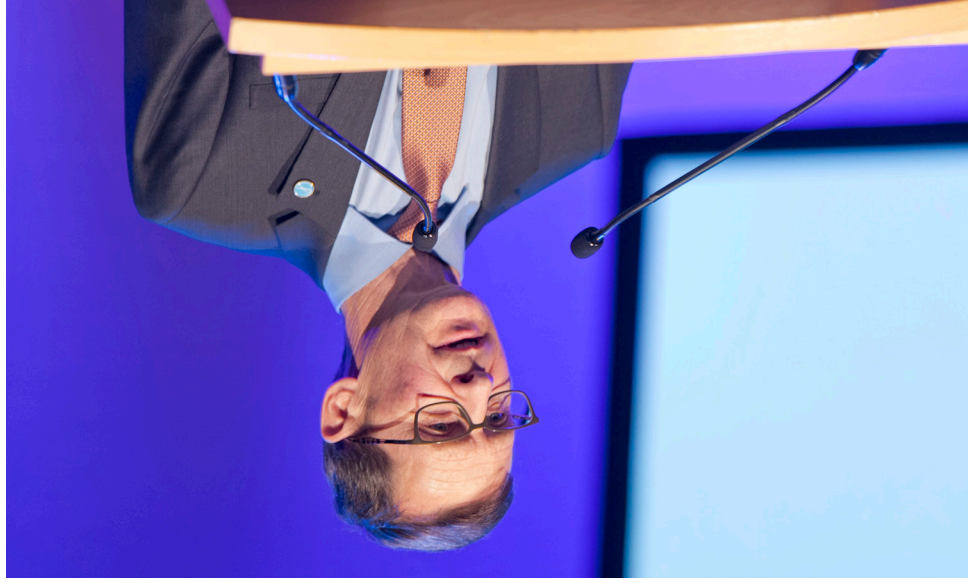
WELCOME

I am pleased to present our Annual Report for 2018. 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.

Every week we meet families caught in a poverty trap and struggling to afford basics. In 2018, we recorded 160,377 requests for assistance. Our experience shows that when times are tough, food is typically what families cut back. Rising housing costs mean this is increasingly the case.

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



Kieran Stafford
National President

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. 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.

OUR VALUES

There are a number of core values members and staff of SVP bring to this work which characterize the Vincentian way of working and represent the standard to which we all aspire.

1. Believing that our work and our own lives are enriched by keeping a strong spiritual dimension to all our activities.
2. Respecting the right of everyone to participate economically and socially in society.
3. Ensuring the voice of those we help has a strong role in influencing the supports we offer and the way we provide our services.
4. Valuing diversity and being non-judgmental, caring, confidential and respectful in all our interactions with those we help, our colleagues and members.
5. Welcoming all those who respect and support our Christian values.

WHAT WE DO

OUR VISION

We aim to:

ENABLE the most disadvantaged people in our society to participate more fully in the life of their communities by offering them caring and much needed supports, designed around their own needs. Those needing help will turn to SVP and find us welcoming, accessible and compassionate.

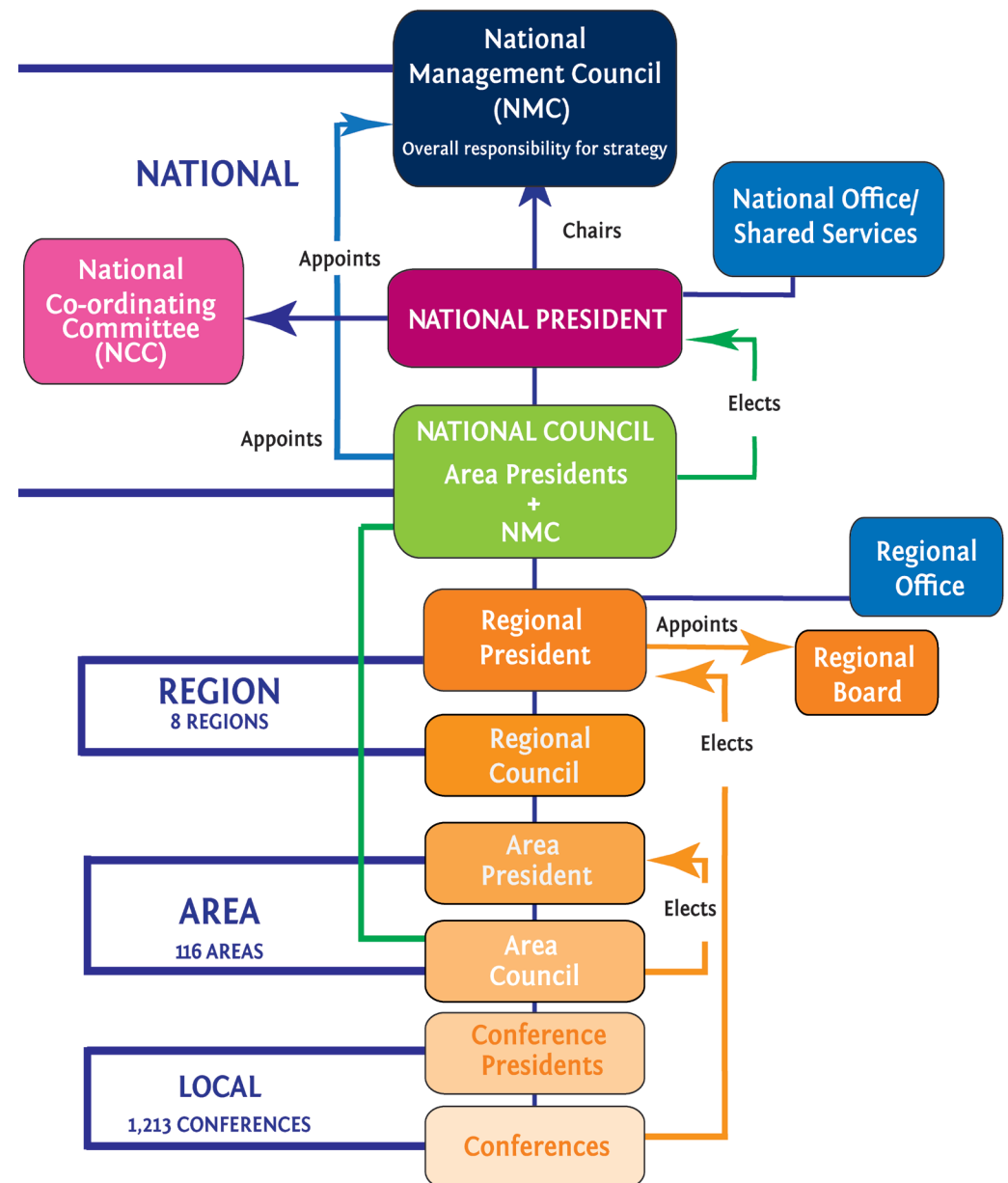
INFLUENCE in a Vincentian manner government policy and public opinion North and South. We will be recognised by policy makers and the public generally as an authoritative voice advocating on behalf of the most disadvantaged members of our society. We will be respected because of the thousands of people we are known to help, our understanding of their needs, the root causes of their problems and the quality of our analysis.

ATTRACT a large and diverse membership representative of all sections of Irish society. Members who stay because they find they can make a real difference to people's lives in a number of ways. They find that their own spiritual life has been enhanced and they have come to enjoy the friendship of fellow members.

CONTINUE to have a caring, compassionate and energetic organization of volunteers and staff who share a commitment to our Mission and Vincentian values and who are well supported in their work by good information training and communication. We will operate to best practice standards in all we do.



NATIONAL STRUCTURE OF SVP



STRUCTURE & GOVERNANCE

SVP is a voluntary led organisation and its membership in over 1,200 Conferences (the operating unit of the Society) making up 10,781 volunteers.

The Society nationally elects a National President and regional elections occur for the 8 Regional Presidents, 116 Area Presidents and 1,200 Conference Presidents.

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.

National Council is the representative body of the Society. 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. A number of sub-committees support the NMC.

OUR TRUSTEES

Kieran Stafford National President
Rose McGowan Vice President for Members
Ciara Reynolds Vice President for
Governance & The Rule
Peter Fitzpatrick National Treasurer

Regional Presidents 2018

Michael McCann West Region
Frankie McClure Northern Ireland
John Lupton Mid West
Larry Butler North East and Midlands
Rosa Glacken North West
Bernadette Doyle South East
Christy Lynch South West
William Casey East

Fr. Paschal Scallon Spiritual Advisor

In 2018, SVP recorded

160,377

requests for assistance

HOW WE HELP



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

2018 AT A GLANCE



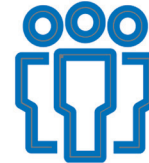
944

Visitation Conferences



9,137

Visitation Members



4,364

Volunteer (non-Members)

How SVP responds



Home Visits



Services & Resource Centres



Online



Phone

IN 2018 SVP IRELAND OPERATED

 **228 Charity Shops**

 **5 Holiday Homes**

 **7 Resource Centres**

 **10 Hostels**

 **862 Social Housing Units**

 **300 Hostel Beds**

 **Our 8 Irish Regions are Twinned with 11 African countries**



SVP works for social justice and the creation of a more just, caring nation.

Through our wide range of services we provide practical support to people in need.

13,501



MEMBERS & VOLUNTEERS

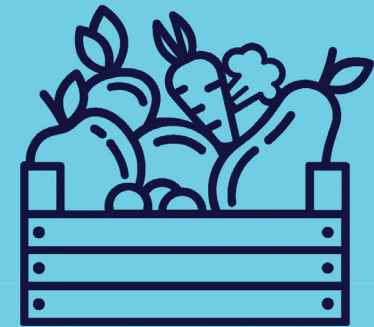


contributed **2,105,156 HOURS** of their time to supporting our frontline services

In 2018, SVP received

44,351 calls

related to food poverty



During the Christmas period, SVP provided help to

24,000 households



OUR MEMBERS

Our aim in 2018 was 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 2018, our Members' 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 are however only as good as our members and we continue to need new volunteers to help us to address the issues we encounter in our visitation work.

Visiting households in pairs, our volunteer members assess the needs of individuals and families who request assistance. Depending on the need, volunteers provide support, friendship and advice on a regular basis depending on circumstances.

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, and indeed may have to contact SVP on more than one occasion. The recurring needs of households are reflected in the requests for assistance received by us in 2018.



Our visitation network across the regions

1. EAST

Dublin | Kildare | Wicklow
2,304 Members
239 Visitation Conferences

5. NORTH WEST

Donegal | Leitrim | Sligo
674 Members
80 Visitation Conferences

2. MID WEST

Clare | Limerick | Tipperary
726 Members
83 Visitation Conferences

6. SOUTH EAST

Carlow | Kilkenny | Laois
Waterford | Wexford
914 Members
109+ Visitation Conferences

3. NORTH

Antrim | Armagh | Derry
Down | Tyrone
1,821 Members
172 Conferences

7. SOUTH WEST

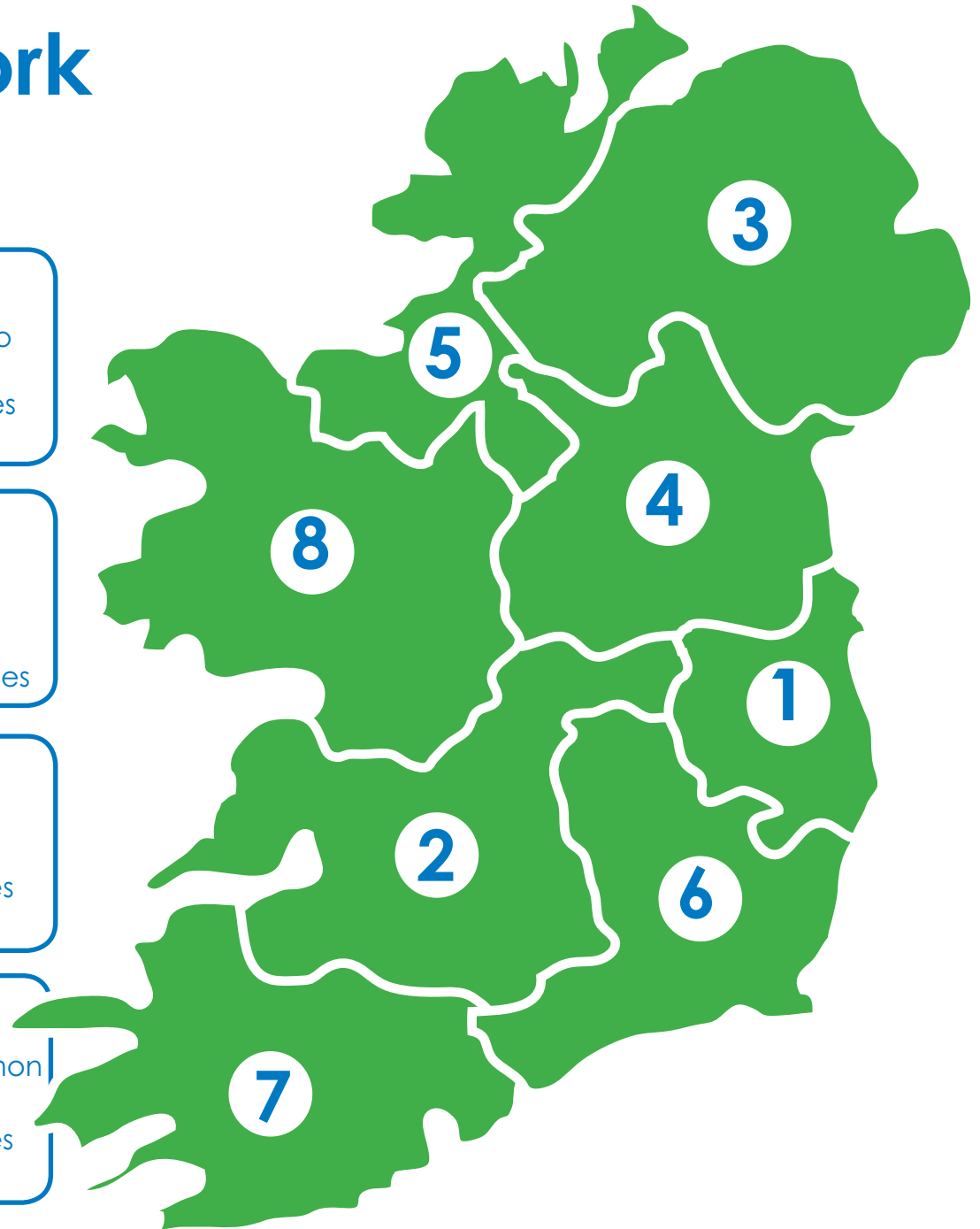
Cork | Kerry
1,048 Members
99 Visitation Conferences

4. NORTH EAST & MIDLANDS

Cavan | Longford | Westmeath
Louth | Meath | Monaghan
1,194 Members
102 Visitation Conferences

8. WEST

Galway | Mayo | Roscommon
456 Members
60 Visitation Conferences





Our greatest strength is our volunteer members, who know the issues in their community and can address immediate needs, as well as helping families move towards self-sufficiency, through friendship and support.

SVP MEMBERSHIP SUPPORT

SVP Member Support provides support for our members, enabling them to respond to all requests in a realistic and effective way. We aim to equip members with the necessary tools so that they feel fully informed and supported to respond appropriately to those who seek assistance from the Society.

SVP Member Support launched two ambitious programmes in 2018. The SVP Member Support Development Plan Reaching Out 2018-2020 sets out key challenges and priority areas for Member Support & Home Visitation: responding to need, member / volunteer supports, member development, leadership and training, communication and member support staff structures. The Plan, based on emerging needs in changing times, will focus our supports on the people we serve.

The second programme is the design and implementation of an online recruitment and training programme. With the support of specialised staff, the Society's National Member Development, Training and Recruitment Committee intend to be able to attract many new volunteers to SVP through easy to use recruitment and training tools, adapting our process to meet modern requirements.

A key support offered to members is the SVP Visitation Handbook, with best practice and guidance notes. The revised handbook was launched in 2018.

“Volunteering with SVP is a hugely important part of my life, a wonderful way to live out my faith in a practical sense and help my community.” SVP Member

The on-going work of SVP Member Support continued throughout 2018 with our Member Support Officers supporting our volunteers at regional level, providing direct casework support and capacity building through our area gatherings. Our Area Gatherings continue to grow from strength to strength which are proving helpful to all our members.



A helping hand for one family

A member's perspective

The Murphy* Family are a family of two adults and four children living in Ireland for 16 years. For safety reasons they left their own country, and with the combined support of social welfare and SVP, have been able to make a new life for themselves.

Their youngest children were born in Ireland and all attended local schools. Due to the costs of uniforms, books and school contributions; SVP assisted annually in conjunction with the back to school allowance, to help with the cost of attending school. This proved of vital importance as the only rental accommodation that they could afford was in a socially disadvantaged environment and keeping the children in fulltime education was difficult.

SVP helped with the additional costs of sports, TY and school tours, as extra curricular activities are of important for development, educationally and socially.

*The name of the family has been changed to preserve confidentiality.

The children loved school and worked very hard, SVP helped with the extra costs of sports, transition year, and school tours, as extra curricular activities are of importance for growth and development educationally and socially. SVP assisted with heat costs in the winter, supermarket vouchers, and Vincent's shop vouchers for clothing.

Unfortunately their Mum suffered ill health and had extra costs to attend hospital in Dublin, i.e., travel and accommodation, and again SVP helped. The excellent local team provided a weeks holiday for the family. It was their first ever holiday and they were so grateful to the Society.

The eldest girl got leaving cert points amongst those highest in the country, and got a place in university. The College Education Grant team were able to give money towards college books, and a lap top and subsidised her four years in college.

The Education team helped with the cost of her studying abroad for her Erasmus, and she graduated with an honours degree. She went on to win a scholarship to study for a Masters Degree.

The eldest son got a job after leaving school and has worked his way up to a managerial position. The youngest two children are still in full time education.

The father, tried to gain work, SVP helped with the cost of him returning to education, and when he passed his exams he was able to start his own successful business.

The family are doing so well now that they no longer need help from the Society or social welfare. They are self sufficient and contributing economically and socially to the community that they live in.



SVP Members are in the unique and privileged position of being invited into people's homes, which enables us to better understand their real needs, thus enabling the Society, in many instances, to provide long-term solutions and assist people towards self-sufficiency.

HOMELESS SERVICES

The Society of St Vincent de Paul is one of the largest providers of services to people out of home in Ireland. Every year over 10,000 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.

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

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

Much of the work has focused on supporting services to engender a culture of Service

User involvement, and quality improvement.



St Colmcilles, Letterkenny

300 BEDS

147 EMPLOYEES

46 HOSTEL CONFERENCE VOLUNTEERS

SVP
Society of St Vincent de Paul

**Homeless Services
Policies & Procedures
Manual**

January 2018

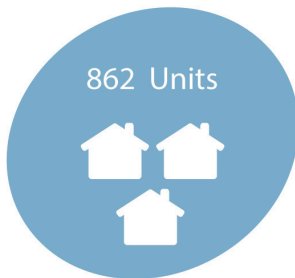
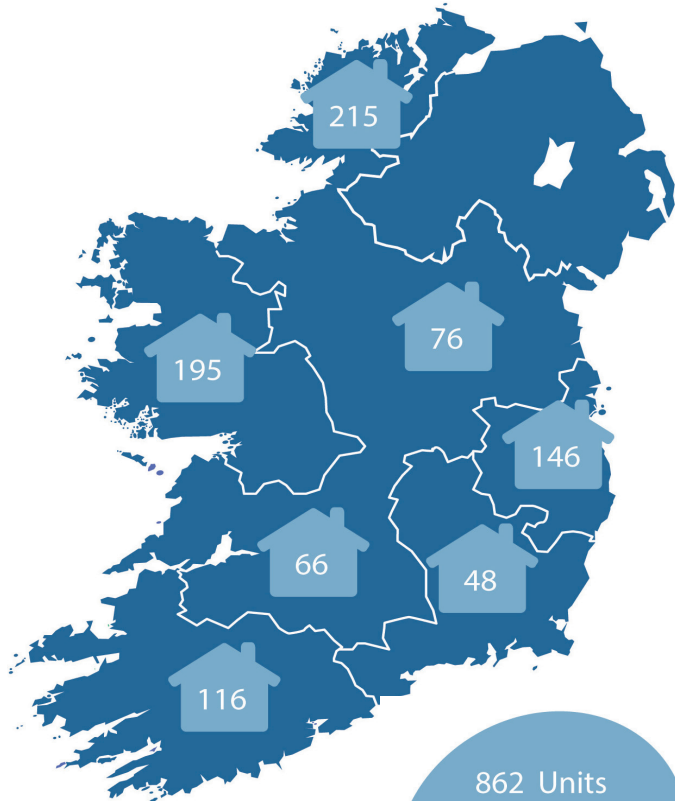
SVP Housing Nationally

SVP SOCIAL HOUSING

The Society of St Vincent De Paul/Frederic Ozanam Trust, as a registered Approved Housing Body (AHB), provided 862 social housing units in 2018, delivered and managed by 65 Conferences. This involves 740 Members supported by employees across various schemes. 932 tenants avail of SVP's social housing.

2018 marked the launch of the Social Housing Strategic Plan which provides a signpost in terms of the future direction of SVP's social housing activity. The Plan reinforces SVP's intention to remain in social housing recognising the added value brought to its provision and management through the Society's unique volunteer led structure.

The three year plan sets out key strategic aims and objectives across governance, performance and viability. It will help SVP to improve our services to our tenants and ensure we provide the highest quality housing to meet their needs.



At the very centre of all we do are our tenants, the people who we accommodate in our housing, the place they call home.



Continuous performance review allows us to assess areas where improvement can be found across tenant management and service delivery. In terms of Asset Management, Conferences reviewed their Stock Condition Surveys and set out clear plans in terms of scheduling works over 5-years within 5 Year Maintenance Plans.

Minister Eoghan Murphy opened Phase 2 of St Benedict's Malahide Social Housing Scheme which provides an additional 8 1-bed units of accommodation for the elderly, to the existing scheme of 37 units.

With the Introduction of GDPR Regulation SVP updated all documentation including Policies and Procedures and Tenancy Agreements to ensure compliance.

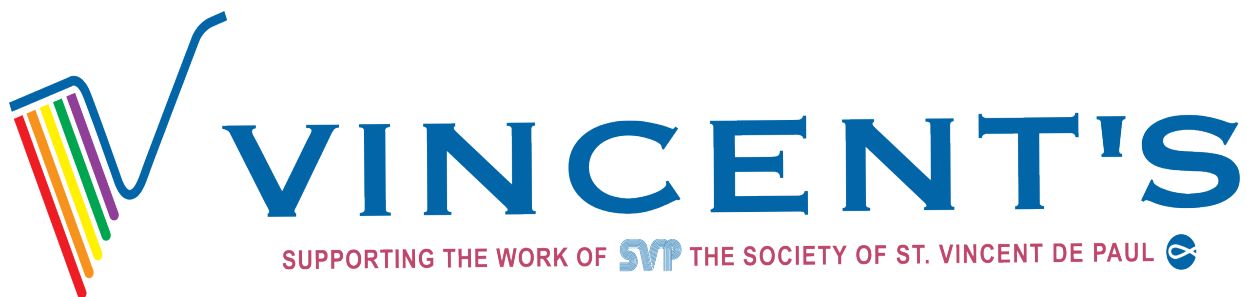
A Social Housing Business Plan was developed which gives effect to the objectives set out in the Social Housing Strategic Plan. The Plan sets out how the Society can finance and deliver upon our objectives ensuring that we have sufficient resources available to meet obligations and ambitions regarding tenants' needs and expectations, asset maintenance, legislative and regulatory requirements, and the scope to make significant progress to help build a more sustainable social housing management model.

The work that the Society has planned over the next three years will ensure that we are financially viable into the future in order to deliver the highest quality services to our tenants and make appropriate investments in our homes.

The Social Housing Performance Reporting System was launched which provides an evidence-based mechanism to measure performance across housing operations nationally by collecting and analysing housing data quarterly.



Through person-to-person contact, we are committed to respecting the dignity of those we assist and fostering self-respect.



SVP Retail operates Vincent's charity shops across the island of Ireland 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 in the community and protect our environment by facilitating the redistribution of clothing and other items which might otherwise go to landfill.

Our 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.

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

By the end of 2018, the Society operated 228 shops across the country including one shop closure, five new openings, two re-locations and the re-opening of existing shops in Coolock, Dublin and Tubercurry, Sligo. The Society is committed to opening a percentage of new shops to service areas of social deprivation across Ireland.



SVP has six Order Fulfillment Centres in Dublin, Cork, Tralee, Waterford, Nenagh and Drogheda. A site for a seventh OFC has been located in Athenry. An OFC is an SVP depot or warehouse used to collect, sort and redistribute surplus donations from shops, clothing banks, mobile collection units, churches, schools, corporate donors and occasional house clearances.

The vision for OFC'S is to have real time access to 'Sales per category' in every location and replenish stock levels on time, in full where possible and error free. The real-time access is provided via sales reports from EPOS. By the end of 2018, SVP installed EPOS systems into 28 shops across five Regions.

In July 2018, SVP appointed a Compliance and Monitoring Officer as a second line of defense to help regularise all processes within shops, OFC'S and transport. The Officer surveyed the SVP transport fleet and identified 65 light vans or heavy trucks in use, primarily in the collection and redistribution of furniture and textiles.

It is estimated that SVP processes 11,220 tonnes of textiles annually, which equates to 1.1m bags of clothes.

In June 2018, SVP Retail held its 3rd annual Retail Conference and introduced shop awards for the first time. The event was attended by 232 volunteers, members and staff who listened to a selection of speakers including Robin Osterley, CEO of the UK Charity Retail Association.

In Autumn 2018, 35 shops from across the eight Regions participated in a trial sales campaign called "Peaks". Shops recorded a significant uplift in sales during the period from late October to early December following the temporary application of a variety of tactics including extended opening hours, enhanced in-store communication, including targets, customer appreciation events, increased activity on social media and the preparation and sale of 'customised collections'. The 'Peaks' campaign will be rolled out nationally in autumn 2019.



3,500 SHOP VOLUNTEERS



1.1M 10kg BAGS of DONATIONS



65 TRANSPORT VEHICLES

VINCENT'S

SUPPORTING THE WORK OF SVP THE SOCIETY OF ST. VINCENT DE PAUL



6 ORDER FULFILLMENT CENTRES

VINCENT'S

SUPPORTING THE WORK OF SVP THE SOCIETY OF ST. VINCENT DE PAUL

SVP SOCIAL JUSTICE

“Charity is no substitute for justice withheld.” - St Augustine

Social justice advocacy continued to be a key activity for the Society throughout 2018. In accordance with our mission statement, our social justice work seeks to achieve policy change, to address the root causes of poverty and social exclusion, and to challenge the notion that poverty and inequality are inevitable.

The policy areas of access to an adequate income and access to services including secure and affordable housing, education, health and energy remain our key concerns.

Our policy and advocacy work is informed by the experience of our members working with people experiencing poverty and exclusion across Ireland and we remain committed to bringing this experience into the policy making process and highlighting the reality of life on a low income.

Working for social justice is at the heart of SVP. We will continue to challenge poverty and inequality and advocate for investment in policies which will make a difference in the lives of people who are struggling and will result in a fairer society for all.

Our Social Justice Network of SVP Members responded for the first time in 2018 to surveys on the needs of the people we assist and the costs of education at primary and second

level, while the Vincentian Partnership for Social Justice (VPSJ) carried out research on our behalf, *Stories of Struggle*, on the experience of living with an income below that required for a Minimum Essential Standard of Living.

Our National Social Justice Committee met regularly to discuss ongoing and emerging social justice and policy issues, and to develop recommendations for Government.



In order to further our social justice objectives, in 2018 SVP made submissions to Government and regulators on money lending, education, energy, poverty and social inclusion, as well as making a detailed submission on Budget 2019. We presented at the Joint Committees

on Employment Affairs and Social Protection and Education and Skills, reiterating our message that tackling poverty must be a priority. We regularly meet with Government Ministers and elected representatives to highlight the experience of the people we assist and the solutions which we have developed.

Budget 2019 saw a very notable success, with the announcement of a higher rate of Qualified Child Increase for older children. We had advocated for this for many years, alongside our colleagues in the VPSJ, in recognition of the additional costs facing families with older children and the higher rate of poverty experienced by older children. We will build on this achievement in the coming years.

The 2017 SILC figures showed that almost 25,000 children were lifted out of consistent poverty between 2016 and 2017, demonstrating that with the right measures, real progress can be made in tackling poverty. However the high cost of housing, education and childcare will continue to impact on struggling families.

The issue of in-work poverty and the connection between energy poverty and climate change are two areas which SVP will prioritise in the coming year. As the economy approaches full employment, the challenges facing those in work on a low income will become more evident. Measures taken to tackle climate change and to help Ireland to meet its climate obligations have the potential to impact disproportionately on those on the lowest incomes.

THE PERVERSIVE IMPACT OF POVERTY



"You must not be content with tiding the poor over the poverty crisis; You must study their condition and the injustices which brought about such poverty, with the aim of a long term improvement." Blessed Frederic Ozanam



YOUNG SVP

YOUNG PEOPLE *engaging* IN SOCIAL ACTION in their COMMUNITIES!



PROMOTING SELF-SUFFICIENCY

SUPPORT and FRIENDSHIP

WORKING for SOCIAL JUSTICE

Young SVP is a youth development programme designed for young people attending secondary school/YouthReach and other educational settings; those taking part in youth groups/clubs; and those at 3rd level, in college / university. The Programme operated across seven regions in the 2017/18 academic year.

The Young SVP youth development team offers ongoing support to all those engaging in the Young SVP programme – whether part of a Conference, class or Young SVP group.

Our Youth Development Officers (YDO) visit groups a number of times through the year to work with them on a number of topics.

The programme focuses on social action within the ethos and mission of SVP. Young people are offered opportunities to learn about SVP, social justice and how to engage in social action in a positive, purposeful and meaningful way.

Our College Support Officer role was made permanent in April 2018 which has been a welcome support to all our college and 3rd level groups around the country.



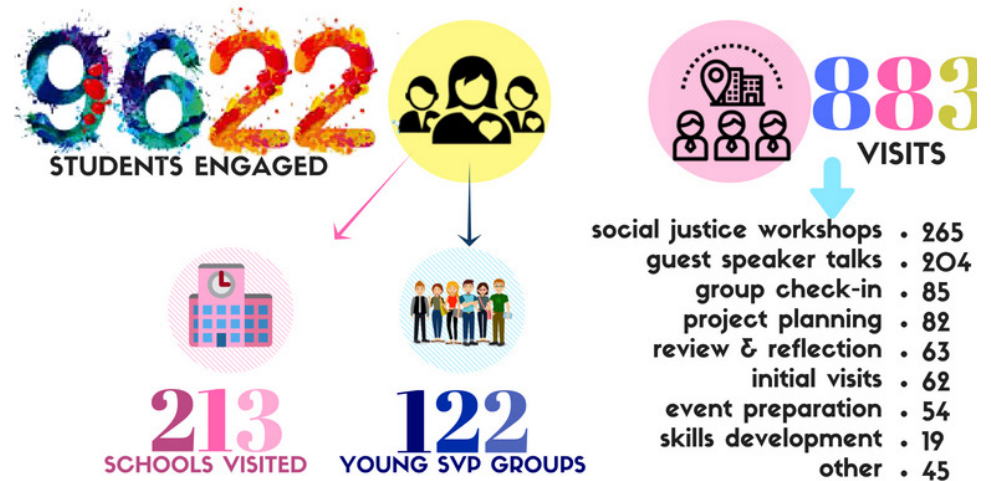


In the 2017-18 academic year, our YDOs delivered 883 school visits across more than 213 different schools, where they informed students about the work of SVP, explored issues of social justice and supported them in designing and delivering activities to address needs in their own communities.

A total of 9,622 young people engaged in our schools programme this year. Some 243 social action projects were completed by these Young SVP members this year, helping and supporting many people in local schools and communities.

The work completed by these students was marked and celebrated across six different Regional Youth Days and Exhibitions, with an average of 300 participants attending each of these days.

We are thankful to Electric Ireland for their continued support with this programme.



2017/18 IN NUMBERS



NATIONAL FUNDRAISING

A little bit of help at the right time can change everything

Everything we do throughout the Society 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 true. A little bit of help at the right time can change everything.

Income for SVP is received from three main sources: public donations, sales from our charity shop network and Government grants for special works. The core work of SVP, home visitation and direct assistance, is funded almost entirely from public donations.

In 2018, fundraised income for SVP totaled €37,361,000. 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.

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, SVP benefits from a groundswell of support amongst the public and local businesses, and is facilitated by our membership base of volunteers.

Other key fundraising income channels for the Society are church collections and legacy donations. In 2018, church collections decreased slightly to €9.213 million.

Volunteers raise a significant proportion of SVP income. Donations collected are kept within the community to help local families. SVP also receives support through corporate partnerships providing volunteers, sponsorship and public awareness that complements the work of our volunteers.



SVP introduces 'Tap to Donate' contactless card machines

Traditionally fundraising in Ireland is associated with volunteers on the streets, coin buckets in-hand. Yet in an increasingly cashless society that may be about to change. There has been significant growth in card payments. Contactless payments grew by about 66% year-on-year both in volume terms and in value terms to 158m payments valued at €1.9bn.

To address this trend the SVP National Fundraising team decided to test a new contactless donation solution called the CollecTin. The device, developed by SumUp, contains one of its card reader machines inside. Visa sponsored this trial, one of the first of its kind, over a three-month period in 2018. SVP trialled the CollecTin for ease of use for volunteers and willingness of donors to give non-cash payments.



SVP was provided with five CollecTin devices which included a SumUp Air® card reader and a smart phone with the companion donation app installed.

The solution provided an easy way to collect contactless donations with just two actions.



The volunteer clicks the donation amount on the mobile device and the donor just taps their card.

Volunteers loved the design and ease of use of the CollecTin, finding the card reader easy to operate and the app simple and quick to use.

CollecTins were tested at different fundraising events including a church gate collection, bag pack, raffle and clothes swap, raising over €800 in donations. Based on this positive outcome, SVP purchased 80 CollecTins for the next stage of trialling with Conferences across the regions.

Year 2018

Year 2017

	Income €'000	Expended €'000	Net €'000	Income €'000	Expended €'000	Net €'000
Visitation	37,431	31,082	6,349	39,304	28,371	10,933
<i>Twinning</i>	-	320	-320	-	408	-408
<i>Fundraising</i>	-	982	-982	-	846	-846
SUBTOTAL	37,431	32,384	5,047	39,304	29,625	9,679
Services						
<i>Hostels</i>	5,826	7,035	-1,209	6,022	7,114	-1,092
<i>Social Housing</i>	2,972	3,878	-906	2,778	3,464	-686
<i>Holiday Homes, Resource Centres, etc.</i>	4,710	8,013	-3,303	5,183	7,776	-2,593
SUBTOTAL	13,508	18,926	-5,418	13,983	18,354	-4,371
<i>Charity Shops</i>	29,614	22,156	7,458	28,876	20,137	8,739
<i>Governance, Management, Support & Admin</i>	-	8,336	-8,336	-	8,362	-8,362
TOTAL	80,553	81,802	-1,249	82,163	76,478	5,685

Our Financial Statements for the Society are available at www.svp.ie/finance

Balance Sheet 2018

The Society's Reserves were €155.5 million at December 2018.

This is made up of:

- Restricted & Designated Reserves €28.0m
- Property Valuation Reserves €80.8m
- General Reserves €46.6m

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 2018 €'000	Year 2017 €'000	Movement €'000
Property, Tangible Assets	108,542	116,318	-7,776
<i>Investment and Other</i>	146	140	6
SUBTOTAL	108,688	116,458	-7,770
Current Assets			
<i>Stock</i>	33	37	-4
<i>Debtors</i>	3,027	3,527	-500
<i>Cash at Bank and in Hand</i>			
- <i>Restricted/Designated</i>	28,026	21,097	6,929
- <i>General</i>	55,808	60,390	-4,582
TOTAL ASSETS	195,582	201,509	-5,927
Liabilities			
<i>Creditors falling due within 1 Year</i>	6,820	6,424	396
<i>Creditors and Deeds of Mortgages</i>	33,344	32,955	389
NET ASSESTS	155,418	162,130	-6,712
Funds of the Society			
<i>Restricted</i>	5,263	5,789	-526
<i>Property Valuations</i>	80,817	84,902	-4,085
<i>Designated Funds</i>	22,763	15,308	7,455
<i>General Funds</i>	46,575	56,131	-9,556
TOTAL FUNDS	155,418	162,130	-6,712

Society Highlights 2018

What we do

In 2018, SVP recorded 160,377 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 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 2018, we provided €32.4 million to individuals and families. (2017: €29.6 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. 862 Units), 5 holiday homes, prison visitor centres, children / young adult services and day-care centres. In 2018 we expended €18.9 million (2017: €18.4 million) on such services accounting for 23% of the Society's total expenditure.

Community Charity Shops

The Society has 228 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 & Volunteers



13,501

Requests for Help



160,377

Social Housing & Hostel Units



1,162

Shop Locations



228

Income 2018

Value € '000



In 2018, Total Expenditure was €81.8 million (2017: €76.5 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 23% of the Society's total expenditure.

Charity shops account for 27% of the Society's total expenditure with management, support, governance and administration representing 10% of the Society's total expenditure in 2018.

In 2018, total income for the Society was €80.6 million (2017: €82.2 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 www.svp.ie/finance

Expenditure 2018

Value € '000



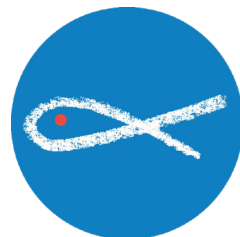
**Everything we do throughout the Society
relies on the generosity of the public.**

**We have seen how one small thing can tip a family
into a cycle of poverty and crisis.**

But the opposite is also true.

**A little bit of help at the right time
can change everything.**

**Thank you to our generous donors,
and to our members, volunteers and staff
who put their generosity
into action everyday.**





Society of St. Vincent de Paul

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