

## Our Year in Numbers

### Homelessness Services

- 18,169 calls to 24/7 helpline
- 3,685 clients supported
- 481 bed spaces provided each night
- 362 new clients supported by a Public Health Agency (PHA) funded outreach programme
- 186 individuals received Naloxone training – the life-saving opioid overdose reversal drug
- 153 clients aged 16-25 welcomed across three young people's accommodation projects
- 111 housing clinics delivered by our Housing Options Made Easy team
- 106 young people supported to successfully live independently or reconnect with family
- 95% occupancy rate across temporary and emergency accommodation projects
- 68 individuals availed of floating support in Kilcooley, North Armagh and South Down
- 51 lives saved because of Naloxone administration in overdose situations
- 45 families supported at a family project in West Belfast
- 41 marginalised individuals tested for HIV, Hepatitis B and Hepatitis C
- 33 shelter & support services located across 16 locations in Northern Ireland
- 21 young people engaged with a new wellbeing initiative
- 13 rental deposits gifted to clients ready to live independently
- 5 new homes purchased to rent privately to clients
- 2 new buildings opened in Portadown and Ballymena in partnership with Choice Housing and Triangle Housing
- 1 planning permission application granted for a 12-bedroom property in Downpatrick
- 1 new Quality Assurance & Improvement Group established



### Staff & Organisational Development

- 511 hours of training delivered over 18 training modules
- 318 members of staff working across the charity
- 74 accredited qualifications provided to staff
- 51 new employees welcomed
- 50% of staff celebrated being with the charity 5+ years
- 12 staff health and wellbeing volunteers recruited
- 1 new staff healthcare package provided
- 1 staff conference



### Communications and Lobbying

- 4.7 million content views across social media channels
- 92,111 visits to the website
- £97,000 earned in positive PR
- 3 roundtable events hosted exploring homelessness, research, funding and policy
- 1 global marketing campaign promoting the work of Simon Community

### Volunteers

- £12,200 in funding sourced to facilitate volunteer opportunities
- 7,500 volunteer hours donated
- 500 Welcome Packs created for clients
- 121 volunteers took part in a range of roles
- 31 new volunteers trained and welcomed onboard

### Fundraising

- £772,375 raised
- 483 participants took part in events
- 89 presentations delivered to businesses, schools and community organisations
- 82 partners supported with their fundraising needs
- 11% revenue increase at the One Big Sleep Out event

### Reports and Publications

- *Pathways to Youth Homelessness* report published
- *Homeless Families, their voices, their experiences* report launched

### Awards

- *Excellence in Communications* – Chartered Institute of Housing NI
- *Fundraising Event of the Year, One BIG Sleep Out* – Institute of Fundraising NI

