



Sophia

25
YEARS

Proudly providing homes
and supporting people

Annual Report

2021

Directors

Michael McCarthy – Chairperson (Appointed 1st September 2021)

Jean Quinn D.W – Company Secretary

Seamus Dooley – Director

Anne Marie Quinn P.B.V.M – Director

Majella Gallagher – Director (Appointed 26th May 2022)

Olwyn Enright – Director (Appointed 6th July 2022)

Liz Madden – Resigned 6th July 2022

Dr Elizabeth Murphy R.S.M – Term ended 15th May 2022

Andy Caffrey – Resigned 18th May 2022

Eamonn Martin – RIP December 2021

Denis Doherty – Retired 1st September 2021

Karl McDonagh – Retired 1st September 2021

Grainne Hilton – Retired 1st September 2021

John Donohue – Resigned 1st September 2021

CEO

Tony O’Riordan

Registered Charity Number:

20042363

Charity Number:

CHY 13516

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Mission

To provide homes and support to individuals, couples and families. Sophia advocates a response to homelessness that encourages healing and personal recovery using a trauma informed model.

Vision

To have an Ireland where people who experience homelessness are provided with homes in a supportive environment and where their voice and experience will be recognised.



Values

- Person-centred
- Justice
- Equality
- Respect
- Collaboration
- Excellence

A Message from our Chair

On behalf of the Board of Directors of Sophia, I present our Annual Report 2021. I have been a voluntary member of the Board since 2019. In that short time, I have seen the organisation's values of respect, justice, and equality enacted by its staff and Board in many ways, some of which will be evidenced in the following pages. What you don't see in an annual report are the small actions that happen each day across Sophia services – the walking with someone to get the weekly shop, the cups of tea, the phone calls and texts of support that are at the heart of who and what Sophia is. Those actions are the very foundations of Sophia.



Michael McCarthy Chairperson

The year 2021 is one that will be noted in Sophia for the passing of its co-founder Eamonn Martin. Eamonn's dedication to providing hope, homes, and support to those who need them most will continue in the bricks and mortar of the buildings of Sophia and in those small and big acts of support that staff carry out each day.

In the 25 years since Sophia was founded by Jean Quinn, Daughter of Wisdom (DW), it has grown and endured through times of prosperity, times of upheaval, and – for the past two years – a time when all of us learned first-hand how important community and support is to our very way of life. We have each learned what trauma is and its impact on us. Sophia has long recognised the impact of trauma on those we support, as well as the importance of community. The model of care provided by Sophia teams has achieved a housing stability rate of 99% for the second year in a row, all within the challenges of the greatest public health emergency in a lifetime.

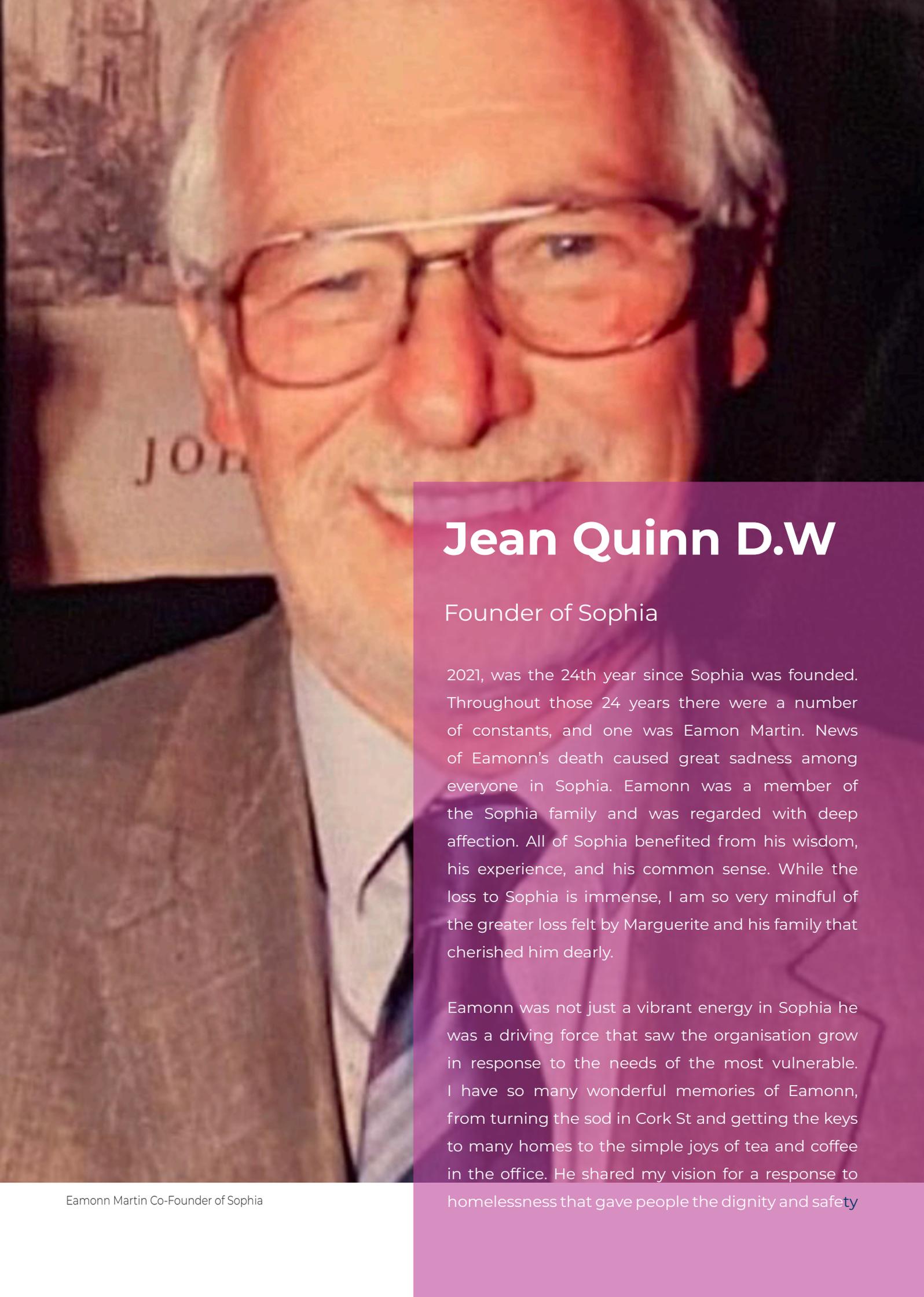
Sophia's Chairperson, Denis Doherty, stepped down from his role in 2021; the Board of Sophia owe him a great debt of thanks for his unwavering dedication and guidance. I now look to the coming years with a sense of purpose and drive and with the values of Sophia at the centre of what we do. In 2021 Gráinne Hilton D.W and Karl McDonagh retired from the Board and John Donohue resigned from the Board. Gráinne, Karl and John gave sterling service to Sophia and I wish to express the Boards appreciation of their years of dedication.

In 2021, with our collaborative partner Midlands Simon Community, we continued to be innovative in providing value to our funders and care and support to our service users, all of which is evident in the pages of this report and in the five-year strategy published by the Board in 2021.

The Board wishes to express its gratitude to the Senior Leadership Team, led by C.E.O Tony O'Riordan, and all the staff of Sophia who have dedicated themselves to providing support in 2021. It is also grateful to the stakeholders and funders who make the work of Sophia possible.

Local authorities, the HSE, DRHE, and the Department of Housing, Local Government and Heritage share with Sophia the urgency to create more homes with support in Ireland. Together we will increase the number of homes Sophia owns and manages by 90% by 2025.


Michael McCarthy
Chairperson
Sophia



Jean Quinn D.W

Founder of Sophia

2021, was the 24th year since Sophia was founded. Throughout those 24 years there were a number of constants, and one was Eamon Martin. News of Eamon's death caused great sadness among everyone in Sophia. Eamon was a member of the Sophia family and was regarded with deep affection. All of Sophia benefited from his wisdom, his experience, and his common sense. While the loss to Sophia is immense, I am so very mindful of the greater loss felt by Marguerite and his family that cherished him dearly.

Eamon was not just a vibrant energy in Sophia he was a driving force that saw the organisation grow in response to the needs of the most vulnerable. I have so many wonderful memories of Eamon, from turning the sod in Cork St and getting the keys to many homes to the simple joys of tea and coffee in the office. He shared my vision for a response to homelessness that gave people the dignity and safety

Eamonn Martin RIP

Sophia's Co-Founder Eamonn Martin passed away in 2021. He had worked side by side with Jean Quinn D.W for two decades providing homes and supporting people.

of a home of their own, and with that safety and with that safety and security the supports they need to break the cycle of homelessness.

Eamonn was a man who devoted himself to placing a better life within reach for those who have experienced homelessness. From his time at focus to the over two decades he spent in Sophia, wearing many hats and working under many different roles Eamonn made a difference. Because of Eamonn's work, individuals, couples, and families were supported to have a home of their own. Eamonn's legacy will forever be seen in the work of Sophia throughout the country and in the many lives he has helped. Through his many years of selfless service, Eamonn never lost sight of the purpose of Sophia and the welfare of vulnerable people was always his abiding concern.



Jean Quinn DW, John Lonergan, Minister for State Eoin Ryan T.D and Eamonn Martin turning the sod in our Cork St Project in 2001

Overview from C.E.O

Tony O’Riordan

The phrase **Proving Homes Supporting People** continues to summarise Sophia’s approach to service delivery. People who experience homelessness have consistently said to Sophia that having their own home is above all else the intervention they needed and prioritised. Sophia is acutely aware that people who experience homelessness will have been impacted by the trauma of homelessness, poverty and social exclusion.



Tony O’Riordan C.E.O of Sophia

For this reason Sophia believes that supports and services need to be Trauma Informed and in particular be grounded in compassion, delivered with emotional warmth, be flexible, holistic and person centred.

Sophia continues to the care for the external areas surrounding the homes it provides such as the gardens and green areas and we do this because we believe that well maintained good quality environments supports recovery and healing.

Sophia is an enthusiastic advocate in the approach to addressing homelessness known as “Housing First”. However we believe that the model needs to be adapted and developed. Sophia believes that offering a place to live is important but a home on its own it is not enough. There needs to an investment in providing supports to people and these should be available for as long as a person needs them.

For too long the voices of people with direct and lived experience of homelessness were not to the forefront in homeless services. Sophia is committed to ensuring that in all settings where homelessness is discussed, the people with direct experience of homeless are included and listen to.

This report outlines how Sophia is growing its response to homelessness. This is made possible through a skilled and committed Board of Directors and Staff in Sophia. I also wish to acknowledge our funders and partners including the Department for Housing, the HSE and

2021 In Numbers

In the 25 years that Sophia has been providing homes and supporting people, the organisation has remained true to its fundamental principles of giving people quality homes and the wrap-around supports needed to help recover from the trauma of homelessness and the compound impacts of poverty and social exclusion.

1145 People Supported in 2021



Since 1997, Sophia has continued to meet the needs of people who have experienced the trauma of being homeless. Over the past five years, Sophia has increased the number of people it supports by over 100%.

241 Families



In 2016, Sophia supported 398 people; in 2021, that number had increased to 1,145 people.

In 2021, Sophia supported 241 families, which included 582 children, in services across the country to maintain their home.

582 Children



125% increase

in the the number of people supported by Sophia

since 2016

Complex Support Needs

Homelessness is a traumatic experience that can have a lasting negative impact on people's lives.. This is compounded by the fact that those who experience homelessness are more likely to have been impacted by trauma, experienced substance misuse issues, and have increased mental health support needs.

The very nature of how trauma impacts people individually requires a person-centred response, one that provides the wrap-around holistic supports that a person needs. Sophia's model of care takes a trauma-informed approach and provides services that are tailored to the needs of their residents. In some of the services, 100% of those Sophia supports have an addiction support need.

28%

Of the adults supports by Sophia have an addiction

34%

Of the adults supports by Sophia have an Mental Health Support Need

Of the adults supported by Sophia in 2021, 28% had an addiction – over seven times the level found in Ireland's population as a whole¹. In the same year, 34% of adults supported by Sophia had a mental health support need, almost twice as many as on average in Ireland².

Having a home of one's own that is safe and supported is an essential intervention that allows people to have the space to begin to recover from the trauma of homelessness and removes barriers to accessing the supports that are needed.

¹ Estimates of addiction in the Irish population is 3.8% (alcohol) and 0.7% (opioids). Sources: World Health Organisation, Global Status Report on Alcohol and Health 2014, Geneva, 2014, p. 216; European Monitoring Centre for Drugs and Drug Addiction, European Drug Report 2014: Trends and Developments, Luxembourg, 2014, p. 73; and J. Long and S. Lyons, 'Problem opiate use in Ireland', Drugnet Ireland, Issue 32, Winter 2009, pp. 11-14.

² The Health at a Glance Report reported that Ireland has one of the highest rates (3/36 countries) of mental health illness in Europe with 18.5% of the Irish population recorded as having a mental health illness such as anxiety, bipolar disorder, depression, or alcohol/drug use in 2016. Source: <https://www.mentalhealthireland.ie/research/>



Housing Stability

Housing First is a compelling, evidence- and rights-based approach to helping people who have a history of chronic homelessness and complex support needs to maintain a tenancy. It has been an incredibly positive and innovative response to homelessness that continues to make a significant improvement to reducing homelessness around the globe. The international Housing First housing stability standard is 85%; this is achieved using multidisciplinary teams and considerable resources.

For the second consecutive year, Sophia has had a housing stability rate of 99%. Housing stability is measured by a service user maintaining their tenancy with Sophia or moving on to

another long-term housing solution and not back into homelessness. The Sophia model provides permanent homes with wrap-around supports. Those supports were key to achieving such high levels of stability in a year of uncertainty and turmoil

Daniel's Story...

Daniel* experienced childhood trauma and previously moved from service to service, couch surfed, stayed in hostels, and slept rough. Sophia has been supporting him for five years. In this time, he has had a stable, supported home, managed his addiction, and is now in university. His ultimate aim is to complete a master's in social work and use his experience to help others.

*all names have been changed

Providing Homes

Sophia understands the impact that a home can have on a person, a couple, or a family. It is more than just its walls – it is security, it is privacy, it is safety. It is the key intervention in ending homelessness



Proposed Sophia development in Portarlinton Co Offaly

Sophia understands the impact that a home can have on a person, a couple, or a family. It is more than just its walls – it is security, it is privacy, it is safety. It is the key intervention in ending homelessness. Beyond the home itself, its surrounding green spaces and well-kept grounds also have a psychological impact on the people who live near them and interact with those spaces. Sophia prides itself on providing high-quality homes where those who live there can see their own value in where they live and how they are supported.

Sophia, in line with its strategy, has a long-term aim to grow its services and increase the number of families, couples, and individuals that it provides with support to. The organisation aims to provide up to 300 new homes by 2025. Sophia is supported to achieve this target by a number of religious congregations that have made lands and buildings available to the organisation to

develop new homes and services and by local authorities, and the Department of Housing, Local Government and Heritage. While Sophia's development programme progressed during 2020, Covid 19 and the resulting lockdown had a significant impact on the progress of projects already underway.

In 2021, Sophia agreed a long-term lease on 12 apartments in Moate, Co. Westmeath. These new supported homes were made possible due to the Collaboration Agreement between Sophia and Midlands Simon Community. The first tenants moved into their new homes in December 2021, with supports in Moate provided by Midlands Simon Community.

Supporting People

Supporting people is at the very heart of what Sophia does. Our mission is to provide homes and support to individuals, couples, and families. In 2021, Sophia supported 1,145 people. Each person, couple, and family have their own unique story and their own unique set of circumstances that requires a unique response. The wrap-around holistic supports that Sophia provides to people in their homes recognises that what a person needs is not a one-size-fits-all and the support itself must be able to adapt to those needs.

Sophia's mission also highlights that Sophia advocates a response to homelessness that encourages healing and personal recovery using a trauma-informed model. Often, Sophia provides those supports at a time of great crisis in a person's life, during an active addiction or while suffering from a mental health support need. The level of addiction in those supported by Sophia is seven times the rate in Ireland and the number of those being supported who have mental health issues is almost twice the average rate. These issues do not define those people we support; they are a result of the trauma they have experienced and only one part of who they are.



Connor XX, Margaret XX and Pilar XX of Sophia Cork St support team

In 2021, Sophia continued to grow its team of expertly trained staff. All support staff took part in Housing First training with Sam Tsemberis, the founder and executive director of Pathways to Housing, the organisation that began Housing First. Sam is the internationally recognised expert in Housing First. Sophia also began a 12-month project to ensure staff at every level of the organisation completed trauma-informed practice training. This is an extension of the European project Sophia is leading on Trauma Informed Care and Psychologically Informed Environments. Sophia's dedication to ensuring that its staff are given expert training, coupled with high-quality, permanent housing, is what leads to housing stability rates of 99% two years in a row.

Rose's Story...

Rose* has been supported by Sophia for two years. She has experienced the trauma of domestic violence and struggles with addiction. She is in recovery and has begun to attend addiction counselling. Rose is also working with a domestic violence support service. By having a safe, supported home she has reconnected with her family and has returned to work. She also hopes to return to education.

***all names have been changed**

Nurturing Centres

In two of Sophia's services we provide supports directly for children and families through our nurturing centres. These purpose-built spaces are a child's own space, a space where all they need to be is a child.



56 Children Directly Supported

**83% of all children have experienced homelessness
40% have experienced 4 or more traumatic experiences**

Sophia places huge importance on the children being able to see themselves in each centre, where their identity, family, and sense of belonging is on show. Our nurturing centres not only work to support the child, but also support each parent, valuing them and their own needs and experiences. Sophia also provides supports to children outside of Sophia in the local area and in conjunction with St John of God.

In 2021, Sophia's nurturing centres in Cork St, Dublin, and Donabate, Co. Dublin, supported 56 children. Of these, 83% had experienced homelessness.

The support needs of children who have experienced homelessness are different to those who have not; often this adverse experience is coupled with other traumatic events. These adverse childhood experiences (ACEs) are traumatic events in a child's life – experiencing four or more ACEs is an indicator of future mental health and addiction issues and is also a precursor to homelessness. In children supported by our nurturing centres, 40% have experienced four or more ACEs, with almost 17% experiencing between 7 and 11 adverse childhood experiences.

Sophia's nurturing centres provide child-centred trauma-informed supports that recognise the profound impact that those experiences have on a child. The dedicated team of child care staff provide a unique support that leads to improved key cognitive, social, and emotional skills.

Collaboration with Midland Simon Community

The Board of Directors renewed their Collaboration Agreement with Midlands Simon Community in 2021. Both organisations have a shared value base in terms of service delivery and are committed to adapting the Housing First model to an Irish context. The Collaboration Agreement between both organisations has led to greater efficiencies through the sharing of resources and the sharing of costs.

The Collaboration Agreement is an innovative partnership on how two organisations who are committed to the goals and share the same philosophy in terms of service provision can support more people, provide a better quality of service and achieve greater for the public funds that are entrusted to it. In



2021 both organisations collaborated in the following areas:

- The post of C.E.O is a shared resource. The C.E.O of Sophia while being an employee of Sophia also carries out the duties of C.E.O of the Midlands Simon Community.
- Both organisations collaborate in the areas of creating new homes for people to progress out of homelessness: In 2021 they opened 18 homes in the Midlands in Moate and Portlaoise. In Tullamore Sophia is developing a Midlands Emergency Accommodation project that will be run by Midlands Simon Community in Clonamore House, to be opened in 2022.
- Shared office space in Athlone which was kindly made available to Sophia by the Presentation Sisters
- Joint partnership on the SMES Europa Best Practices in Homeless Services Model
- Creating a shared H.R Function

A Joint Working Group established by both Boards with a terms of reference approved by both organisations has delegated authority to manage the Collaboration Agreement and report to both Board on the implementation of the agreement.

Five-Year Strategy

In 2021, Sophia launched its five-year strategy. This strategy looks to the future of the organisation, the Sophia model of care, and providing supported homes to people who have experienced homelessness through the lens of seven key pillars.

Sophia's founding vision was to provide a holistic response to homelessness by providing not just housing, but homes with visiting support services. Sophia continues to be inspired by the vision of its founder Jean Quinn DW, which focused on offering quality homes along with the support required by those who live in them. Together with co-founder Eamonn Martin, Jean built an organisation focused on providing homes and supporting people throughout Ireland. Today, Sophia supports more than a thousand people and manages more than 350 homes.

The Strategic Plan 2021–2025 is consistent with these founding values and seeks to build on them by responding to homelessness in Ireland by continuing to provide housing along with support services that respond to the needs of individuals, couples, and families. Sophia will continue to work with those who need not just a home, but also a holistic approach to their needs.



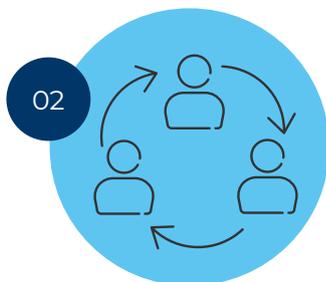
Providing homes

Sophia will ensure the current stock of 360 homes are maintained in line with its values and ethos. Some 330 new homes will be added by completing those already envisaged in the current development plan.



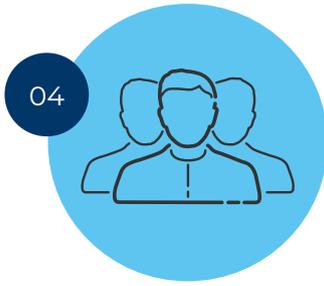
Financial planning

Sophia will complete a review of its financial plan which will then be independently reviewed and validated. Consolidation is a major focus, and the increase in homes to be provided is essential to provide the economies of scale to allow the housing stock to be maintained while meeting all operations costs associated with regulatory codes and standards.



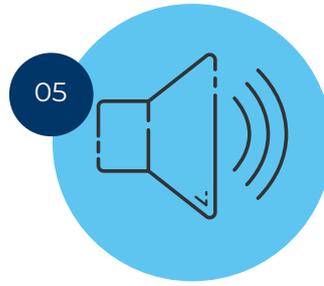
Supporting people

Using the 'Housing with Support' model, Sophia will work predominantly with people who have support needs and need homes.



Resourcing developing and supporting Sophia staff

The work of providing homes and supporting people is made possible by Sophia's committed and talented staff. Sophia aims to be an employer of choice within the sector by attracting, motivating and retaining staff equipped with the skills and determination for the challenges they face daily.



Effective Communications

Sophia wishes to improve how it communicates the benefits of its work to its various audiences. A focused strategic approach to communications will be developed targeting key stakeholders. The aim will be to increase awareness of the impact of Sophia's work among these primary audiences.



Collaboration and partnerships

Sophia works collaboratively with partners and stakeholders. During the lifetime of this strategy, the operation of formal arrangements will be reviewed and developed, including the Sophia and Midlands Simon Community collaboration agreement and other collaborations, such as its involvement in SMES Europa and its joint work with Unanima International. Sophia will continue to maintain and develop partnerships with the key statutory bodies.



Compliance and regulation

The regulatory environment and frameworks that Sophia operates in has expanded considerably. The nature of Sophia's compliance requirements is mandatory in many areas. Central to this compliance work is the Financial, Performance and Governance Standards of the Approved Housing Bodies Regulatory Authority (AHBRA) and the Governance Code of the Charities Regulator. Sophia will continue to develop processes to ensure compliance with all relevant regulatory codes.

Trauma Informed Care

In 2019, Sophia was successful in its bid to secure EU funding to lead a programme with seven partners across Europe on how to introduce the trauma-informed care model into homeless services. Sophia believes that recognising people who are homeless and working to appropriately support them means creating organisations that are truly trauma-informed.

Research has shown that individuals who are homeless are likely to have experienced some form of previous trauma – homelessness itself can be viewed as a traumatic experience – and being homeless increases the risk of further victimization and retraumatisation. Historically, homeless service settings have provided care to traumatised people without directly acknowledging or addressing the impact of trauma. As the field advances, providers in homeless service settings are beginning to realise the opportunity that they have to not only respond to the immediate crisis of homelessness, but to also contribute to the longer term healing of these individuals.

Trauma-Informed Care (TIC) offers a framework for providing services to traumatised individuals within a variety of service settings, including homelessness service settings. Although a number of homeless services may be beginning to implement trauma-informed service models across Europe, there is great variability in how these services are implemented. The aim of Sophia's EU-funded project on Trauma Informed Care and Psychologically Informed Environments is to share best practices and knowledge on these subjects.



Jean Quinn D.W, Michael McCarthy Chairperson, Cork Mayor XX



The project will hold three European seminars on trauma-informed care, in Ireland, Portugal and Italy. Over three days, from the 8th to the 10th of November of 2021, Sophia held the first of these seminars in Nano Nagle Place, Cork, attended by 100 delegates from across Europe.

The event was officially opened by the Lord Mayor of Cork Councillor Colm Kelleher and Sophia co-founder Jean Quinn DW Speakers at the event included Dr Sharon Lambert from the UCC School of Applied Psychology, Ireland's leading expert on the impact of trauma; UK expert in trauma-informed care and psychologist Dr Peter Cockersell; Dr Bryan McClean, Principal Clinical Psychologist with Acquired Brain Injury Ireland; Director of the SAOL Project, Gary Broderick; and Dr Judith Butler, a leading expert in the impact of trauma on children and providing trauma-informed services for children.

Mary and Emily's Story....

Mary and her daughter Emily* have been living in their supported home for three years. Emily attends Sophia's nurturing centre, which has helped her participate more in school. Mary has had health issues in the past, but being given a quality home and supports has helped in her recovery. She has completed a course and is now searching for a job. Mary and Emily hope to move to more independent living in the near future.

*all names have been changed

Working with EU Partners

In 2021, Sophia renewed its membership with SMES Europa and joined FEANTSA.

FEANTSA is the European Federation of National Organisations Working with the Homeless. They are the only European NGO focusing exclusively on the fight against homelessness. The ultimate goal of FEANTSA is to support an end to homelessness in Europe. Established in 1989, FEANTSA brings together non-profit services that support homeless people in Europe.

SMES Europa is a European network of experts and professionals working at the intersection of homeless and

mental health. Established in 1992, its aim is to improve the physical, mental, and social condition of homeless and socially excluded people and so to promote their human rights, individual dignity, and social inclusion.

SMES Europa provides a forum for the effective development and exchange of best practice models across the EU for supporting people who have mental health support needs and who are also experiencing homelessness. Sophia C.E.O Tony O’Riordan was elected as the Vice President of the Board of Directors of SMES Europa.

In 2021, Sophia supported SMES Europa in its successful application for EU funding to research how the provision of emergency accommodation is meeting the needs of homeless people in European cities.



Sophia C.E.O Tony O’Riordan speaking at SMES Event in Warsaw

Responding Responding to the Challenges of Covid-19

2 years of Covid-19 has presented unprecedented challenges on the people who live in Sophia homes. The pressures and constraints added considerably to difficulties that people being supported by Sophia have to deal with. Sophia’s staff adapted with speed to a critical and unstable environment and while ensuring safety did so by offering compassionate and thoughtful services. It is to the credit of Sophia Staff that there has only been a handful of positive cases of Covid-19 within Sophia and that in all cases either staff or Service Users recovered successfully.

Lord Mayor of Dublin Visits Sophia



Niamh Cullen (Head of Services) Sinead Whelan (Acting Manager Cork St) Lord Mayor Allison Gilliland, Jacinta Corcoran (Nurturing Centre Manager) and Jean Quinn D.W (Founder)

The Lord Mayor of Dublin, Allison Gilliland, praised the role the staff of Sophia played in supporting people during the pandemic. Speaking while visiting Sophia's housing with support service in Cork St in October, the Mayor said:

"The commitment of the Sophia teams to support people who have experienced homelessness across Dublin, especially over the past 18 months, should be commended."

During the visit, the Mayor took some time to meet with residents and staff, where she spoke about the Sophia model of care, one which recognises the trauma that people have experienced.

Speaking with residents, the Mayor saw first-hand the positive impact that providing a quality home with wrap-around supports can have on people.

The Mayor noted that:

"The model of support provided by Sophia is one that works. Providing a home with this type of approach can make a genuine positive impact on people's lives."

United Nations Resolution on Homelessness

The United Nations General Assembly adopted its first resolution on homelessness in 2021. This landmark resolution urges governments across the globe to address the causes of homelessness and to provide supports that those who have experienced homelessness need.



Board Members Liz Madden & Jean Quinn D.W speaking at a UN event

The United Nations General Assembly adopted its first resolution on homelessness in 2021. This landmark resolution urges governments across the globe to address the causes of homelessness and to provide the supports needed by those who have experienced homelessness.

The resolution calls on Member States to address the structural drivers of homelessness, including inequality, poverty, access to affordable housing, and the high costs of energy and health care. It also calls on Member States to record not just the number of people who are visibly homeless,

but also those who are considered the hidden homeless.

Sr. Jean Quinn DW, co-founder of Sophia, played a key role in getting this resolution passed. Jean has held the post of Executive Director of UNANIMA International at the United Nations since 2017. Jean was part of a panel of global experts on homelessness who met in Kenya in 2019 and began the process of drafting and advocating for a UN Resolution on Homelessness.

As Co-Chair of the Working Group to End Homelessness, a coalition of 31 organisations advocating for global action on the social injustice of homelessness, Jean has brought the experience and voices of those directly impacted by homelessness to the UN, raising the issue and driving forward the need for a resolution.

The resolution is significant for a number of reasons – within it the UN General Assembly urges Member States to ensure that their homelessness policies comply with international human rights obligations and are consistent with the 2030 Agenda for Sustainable Development.

It urges them to eliminate all forms of discrimination against individuals experiencing homelessness; to enact gender-sensitive programs and policies; to decriminalize homelessness; and to foster social integration for young people, people with disabilities, migrants, and indigenous peoples. It encourages close collaboration and broad-based partnerships at all levels, as well as consultation with persons experiencing homelessness and members of civil society in the development of policies and programmes.

Governance

Sophia is a Company Limited by Guarantee and a Registered Charity and is dedicated to meeting all governance and regulatory requirements for the Housing Sector and the Not for Profit Sector. Sophia is committed to attaining the standards outlined for Tier 3 Approved Housing Bodies by the Regulation Office for Approved Housing Bodies and the recently established Approved Housing Bodies Regulatory Authority (AHBRA).

In particular, Sophia prioritises adherence to the Financial, Performance and Governance Standards for Approved Housing Bodies as produced by the Regulation Office for Approved Housing Bodies. The Charities Regulator launched a new Charities Governance Code in late 2018. This Code sets out a mandatory standard for governance in Irish charities. Sophia has completed the Compliance Record form which has been reviewed by the Audit, Risk & Governance Committee.

Sophia's Finance and Audit, Risk & Governance committees assume delegated responsibility on behalf of the Board to ensure that there is a strong framework of governance, financial accounting, and effective reporting within the organisation.

The committees ensure there is:

- Monitoring and review of the accounting and financial reporting systems of Sophia;
- A strong framework for accountability and governance and for examining and re-viewing all systems and methods of financial control and oversight;
- Strategic direction and oversight on all financial and operational matters of Sophia; and
- Compliance with all aspects of the law, relevant regulations and good practice.
- Sophia is committed to complying with the Charities Regulator "Guidelines for Charitable Organisations on fundraising from the Public."

The Board is responsible for providing leadership, setting strategy, and ensuring control. It comprises of 12 non-executive directors. The directors are drawn from diverse backgrounds in business and professions, who bring to Board deliberations their significant business and decision-making skills, together with a broad range of experience and views. The Board is very attentive to reviewing its membership and recruiting new members as required. There is clear division of responsibility within the organisation, with the Board retaining control of major decisions under a formal schedule of matters reserved to the Board for decision.

The C.E.O is responsible for devising strategy and policy within the authorities delegated to the C.E.O by the Board.

Sophia has a comprehensive process for reporting management information to the Board. The Board is provided with regular information, which includes key performance information for all aspects of the organisation. The Board meets regularly as required and met eight times in 2021 (10 times in 2020).

There are four sub-committees of the Board: all board sub-groups are advisory in nature and have written terms of reference.

Development Committee

The committee supports the C.E.O and management team to ensure that there is a strong framework for property development and property management within the organisation. The committee reports back to the Board at least four times a year on property development and property management issues.

Finance Committee

The committee reviews and monitors all aspects of the organisation's financial reporting and controls. The committee meets at least four times a year.

Audit, Risk & Governance Committee

The committee evaluates, examines, and reviews all systems and methods of control, including governance, risk analysis, and risk management; and ensures the company is complying with all aspects of the law, relevant regulations, and good practice. The committee meets at least three times a year.

Quality and Services Development Committee

The committee is authorised by the Board to ensure that the quality standards pertaining to services are being adhered to.

Finances

Sophia's financial statements are presented in a form which complies with the requirements of the Companies Act 2014 and, although not obliged to comply with the Charities SORP (FRS 102) (effective 1 January 2019), Sophia has adopted best practice to the extent that requirements contained within the aforementioned SORP are applicable to the Association. Sophia's financial results for 2021 are set out in the Statement of Financial Activities.

Statement of Financial Activities

	Unrestricted Funds 2021 €	Restricted Funds 2021 €	Endowment Funds 2021 €	Total 2021 €	Total 2020 €
Income from:					
Donations and legacies	429,814	103,725	-	533,539	400,652
Charitable activities					
Income from Charitable Activities	-	4,439,621	-	4,439,621	4,152,849
Other income	2,473,488	29,080	275,000	2,777,568	2,451,308
Total income	2,903,302	4,572,426	275,000	7,750,728	7,004,809
Expenditure on:					
Raising funds	5,703	-	-	5,703	7,732
Charitable activities	2,026,212	5,106,543	28,554	7,161,309	6,790,782
Other Expenditure	101,372	-	-	101,372	80,988
Total Expenditure	2,133,287	5,106,543	28,544	7,268,384	6,879,502
Net income (expenditure) and Net movement in funds for the financial year	770,015	(534,117)	246,446	482,344	125,307

Sophia does not work in a vacuum.

We are privileged to be able to provide homes with supports to people across Ireland because of our partnerships.

Sophia believes that these partnerships are key to ending homelessness in Ireland.

To all our partners in 2021 we simply say

THANK YOU

Sophia

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