



ANNUAL REPORT 2017



COPE Galway

Let's help together

Our Vision

Improved Quality of Life, in a home of your own for People affected by Homelessness, Women & Children experiencing Domestic Abuse, and Older People.

Our Mission

To contribute to Quality of Life in a home of your own, by Supporting Home, Promoting Community and Reducing Isolation.



COPE Galway

Let's help together

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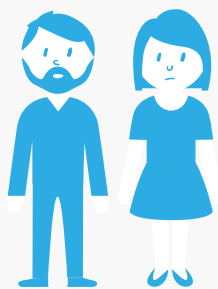
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CRA Number: 20011314



HOMELESS SERVICES In 2017 we worked with

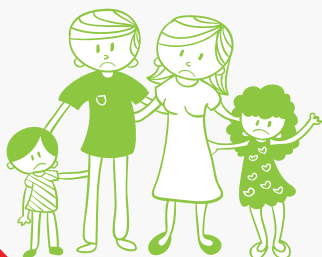
1012
adults



576
children



242
families



695
single
people



in Galway



BIGGEST CHALLENGES:

- Shortage of housing • Growth in Family Homelessness • Increase in Rough Sleepers

DOMESTIC VIOLENCE SERVICES In 2017 we

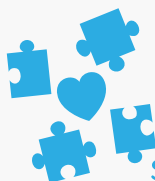
Worked with **339**
individual women
and **214** children
experiencing
Domestic Violence



Provided **615**
outreach
appointments to
210 individual
women.



Provided **189**
women with
225 court
accompaniments



Offered
212 play
therapy
sessions



Assisted **258** women with their **441**
children whom we were **unable to**
accommodate **on 326** occasions
due to lack of space

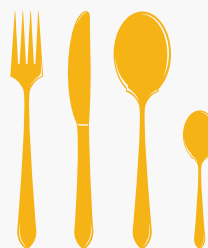
BIGGEST PROJECT: Develop larger refuge on Forster Street

OLDER PEOPLE'S SERVICES In 2017 we

Produced & home delivered
41,432 meals for **350** clients



Catered **8,360** meals
for **9** city & **3** county
LUNCH CLUBS attended
by **over 100** OLDER PEOPLE



Supported **68** people at our
Sonas Day Centre & **45**
people through our
community support projects

Supported
1,740 individuals through the
FEAD programme
(Fund for European Aid to the Most Deprived)

BIGGEST PROJECT: Modified meal options for growing ageing population

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Message from OUR CHAIRMAN



EAMON BRADSHAW
Chairman

WELCOME TO COPE GALWAY'S ANNUAL REPORT FOR 2017.

As the incoming Chairman of COPE Galway I am honoured to present our Annual Report for 2017.

Since joining the Board of Directors in October 2017, I have become more acutely aware of the significant challenges facing our community in Galway, and the work of COPE Galway in partnership with a range of other state and community organisations to address these challenges and to bring hope and support to so many people.

Throughout our annual report you will get a glimpse of people who have been brave enough to share their real life experiences, and how COPE Galway have travelled a part of their journey with them towards our vision of "An improved quality of life in a home of their own". Given the current housing and homelessness crisis, access to "homes" has been beyond the reach of many in our community and we see the effects of this throughout our work. We are working hard to bring housing options on stream and to advocate with people to avail of any opportunities that arise for suitable tenancies.

However we are particularly concerned about the impact of the housing crisis on children who have to live for long periods of time in hotels and B&Bs. Children are also affected by exposure to domestic abuse in their homes, and the lack of housing can often mean very limited choices in terms of options. Parenting in these situations can be very challenging and you will see how some of the women we have worked with have come together to offer their own experiences and learnings in a booklet produced with our Domestic Abuse Service called "Parenting After Domestic Violence and Abuse".

The housing crisis also impacts on older people in our community. You will read how we are continually developing our services to support "Healthy Independent Ageing at Home" offering healthy and nutritious meals, social opportunities and a range of other supports so that older people can stay living in their own homes and communities for as long as they wish.

Our work is possible because of the support and commitment of our amazing staff and volunteers, and every person, company, group and the local media, who have helped us in our work. Without this support we could not continue to offer the range and volume of services and supports available across all our 9 service locations in the city. I have summarised our work and our impact in a separate summary booklet. But to really get an understanding of the wide range of activities which makes up COPE Galway I would invite you browse the stories in each section and have a look at our full Annual Report here.

Thank you

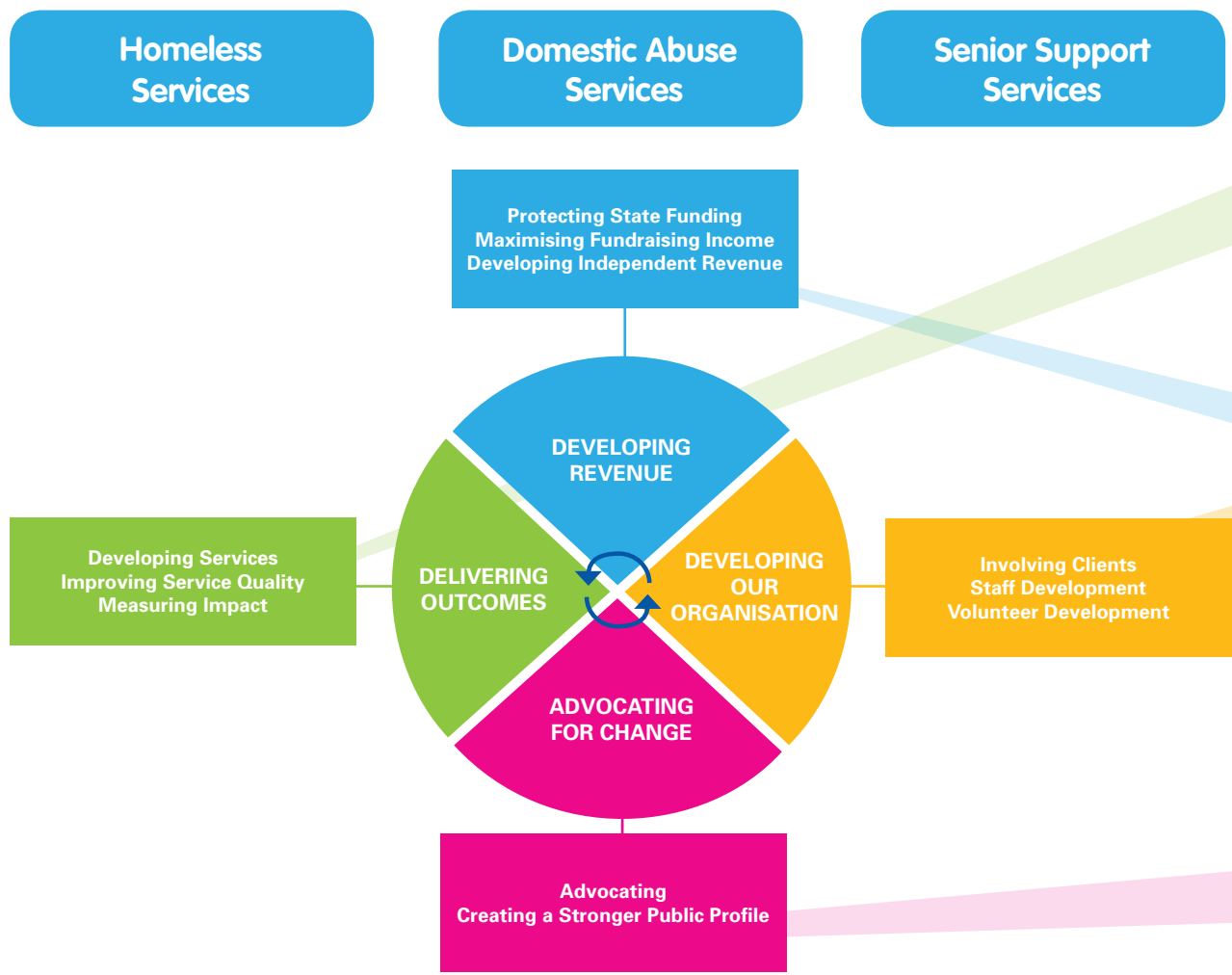
EAMON BRADSHAW
Chairman

COPE Galway: WORKING TOGETHER TOWARDS HOME AND COMMUNITY

COPE GALWAY'S STRATEGY (2013-2018)

COPE Galway's Vision is for Improved
Quality of Life, in a home of your own
for
People affected by Homelessness
Women & Children experiencing Domestic Violence, and Older People

Our Mission is to contribute to Quality of Life in a home of your own, by
Supporting Home, Promoting Community and Reducing Isolation



Strategy Review

In 2016 we conducted a review of the strategy we pursued over the previous 3 years in conjunction with Hensey Consulting. This wide-reaching review involved consultations with our Board of Management, managers, staff and volunteers across the organisation, client forums, and our statutory funders.

The purpose of the review was to assess the future suitability of our vision and mission, review our performance against the strategy, identify future challenges and issues to address, and formulate areas of focus for the next number of years. The executive summary of findings shows that in an environment of reduced statutory funding and a crisis-driven external environment, there have been significant achievements against the strategic objectives. In parallel, COPE Galway has sustained core services and increased some services.

It was agreed to continue broadly with our existing strategy, with renewed objectives aligned with the current and future issues identified. These include developing a greater community model focused on prevention services and following the client with appropriate supports.

During 2017 the various sub committees worked to ensure progress on the following objectives, and you can read about this throughout the Annual Report.

Strategy Objectives 2016-2018

DELIVERING OUTCOMES

Concerned with the ongoing delivery and further development of services toward the achievement of outcomes which improve the quality of life of our clients in homes of their own. Includes some refocusing of activity toward a Community Model of service, with increased focus on outreach, preventative and in-community support.

Objectives 2016 – 2018

- Improved prevention and sustainment services
- Improved access to housing
- Measure outcomes and impact
- Build client capacity to live independently

DEVELOPING OUR ORGANISATION

Concerned with ensuring that there is open dialogue, meaningful engagement & opportunities for leadership/ contribution and a sense of empowerment is fostered/ supported across the organisation so that everyone (staff, volunteers and clients) knows, understands and feels part of achieving COPE Galway's vision.

Objectives 2016 – 2018

- Improve our culture
- Enhance our volunteer experience
- Improve client involvement opportunities

ADVOCATING FOR CHANGE

Concerned with maintaining a strong and consistently high profile with each of our key stakeholder groups, communicating in a way that is relevant to their interests and that demonstrates that COPE Galway is a voice for social change and can use its reputation and network of contacts to influence the development and application of policy in relevant areas

Objectives 2016 – 2018

- Pursue specific advocacy campaigns
- Deliver our communications calendar
- Maintain our public profile aligned with our advocacy campaigns

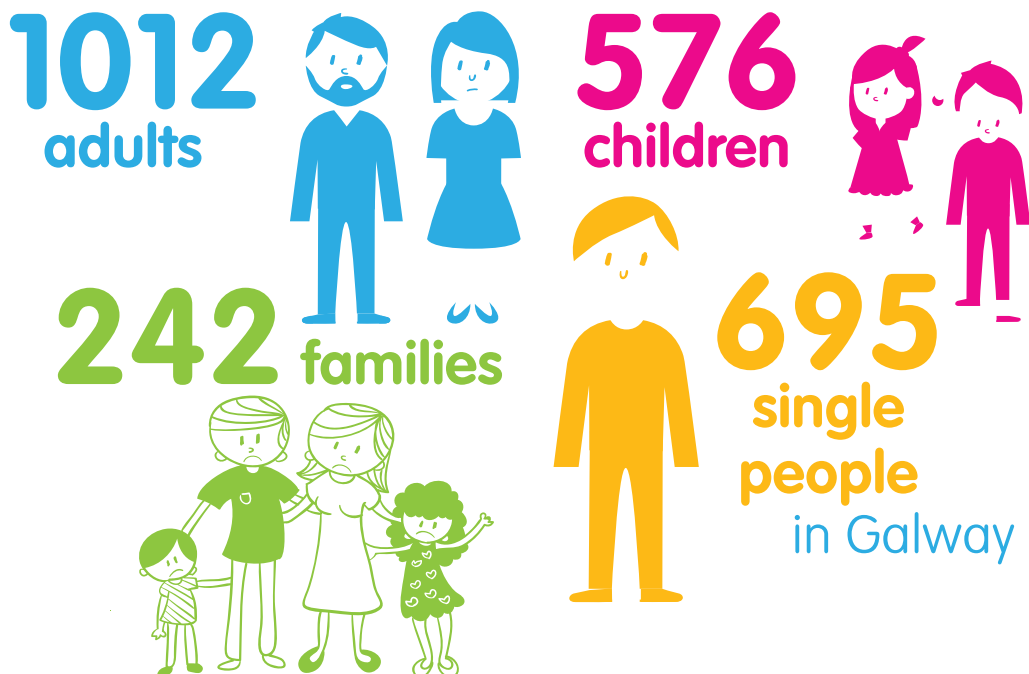
DEVELOPING REVENUE

Ensure COPE Galway has sufficient funds to support our vision across diverse and dependable income streams.

Objectives 2016 – 2018

- Grow non-statutory income
- Develop new commercial income streams
- Develop and oversee fundraising income streams

COPE Galway's HOMELESS SERVICES



BIGGEST CHALLENGES:

- Shortage of Housing • Growth in Family Homelessness • Increase in Rough Sleepers

In 2017 COPE Galway worked with **1,588 people** who experienced homelessness in Galway. This comprised **937 households** made up of **695 singles** and **242 families** including **576 children**.

In 2017 we saw a **44% increase** in the number of households who used COPE Galway Homeless Services. During the year, our services were mainly occupied with helping those affected by the following issues.

Family Homelessness

The growth in family homelessness continued unabated in 2017 with a total of 164 families provided with or placed in emergency accommodation by COPE Galway over the course of the year. [This represented a 125% increase on the 2016 figure of 73.](#) A total of 61 families moved on from emergency accommodation with COPE Galway in 2017 with 35 of these securing social housing tenancies and a further 23 moving to homes in the private rented sector. The remaining 3 moved into transitional accommodation.

The early part of 2017 saw a slowdown in the numbers of families presenting as homeless coinciding with the introduction of new measures further protecting the rights of tenants when the Planning and Development (Housing) and Residential Tenancies Act 2016 took effect on January 17th 2017. However from mid-year onwards there was a steady growth in the numbers of families going into emergency accommodation [with the loss of private emergency accommodation being the single greatest contributing factor.](#) The year was also characterised by families remaining in emergency accommodation for extended periods of time due to a shortage of available and affordable rental accommodation.

Single Person Homelessness

A total of 695 single person households availed of COPE Galway homeless services in 2017 - a 59% increase on the previous year. We accommodated 334 of these single person households, predominantly in emergency accommodation services at our Fairgreen Hostel, Osterley Lodge and Cold Weather Response as well as through placements in tourist accommodation. The other 361 availed of support services provided at the Day Centre and through our Resettlement and Tenancy Support team. A total of 39 single people moved on from COPE Galway's emergency and transitional accommodation services to live independently during 2017 and a further 44 moved to a combination of transitional and supported accommodation.



Transitional Accommodation for Single People

The ongoing and acute shortage of housing generally and most especially for single person households has contributed to a situation where people are remaining living in emergency accommodation for extended periods of time. In 2017 COPE Galway in partnership with Galway City Council brought on stream an additional ten transitional accommodation spaces in shared houses in the community through the use of one local authority owned unit and the acquisition of a further two houses under the Capital Assistance Scheme. This increased the number of transitional accommodation spaces for single person households to 21, operated across six shared houses. These spaces continue to make an invaluable contribution in addressing the needs of people, with all of those accommodated sustaining their stays.

Growth In Rough Sleeping

More people than ever before are sleeping rough in Galway city

BY MARTIN O'CONNOR Galway Advertiser, Tue, 27 Feb 2017



The number of people sleeping rough in the city is at its highest ever with up to 50 men and women lying in doorways at night. The "extraordinary" deterioration in the homelessness crisis has led to this "unprecedented" situation, according to Martin O'Connor, the resident CEO of COPE Galway which provides emergency accommodation and day services for the homeless.

The growth in rough sleeping in Galway City was a major contributing factor to the increase in numbers who sought assistance from COPE Galway services and was one of the more concerning developments during 2017. Although there have always been incidences of people sleeping rough in Galway City at any given time, the numbers were far higher in 2017. This situation placed considerable pressure on already over stretched services with the result that [emergency accommodation projects operated at 100% occupancy levels](#) throughout the year. The annual Cold Weather Response to address rough sleeping over the winter months, put in place by Galway City Council with the support of the HSE, was expanded from 14 beds to 31 beds for the winter of 2017/18.

Harm minimisation packs including sleeping bags and other bedding were distributed throughout the year from the COPE Galway Fairgreen Hostel at night time. A COPE Galway staff member and a team of volunteers undertook street outreach two mornings each week, which focused on making contact with and signposting people sleeping rough to homeless services. Social media and local radio also played a part in directing us to rough sleepers particularly during severe weather alerts.

Another challenge COPE Galway faced in 2017 was responding to those who were rough sleeping who were without habitual residency status and so were not eligible for welfare and housing supports and services. Language and communication difficulties further added to the challenges in working toward identifying and implementing solutions to the needs of a cohort of people who were destitute.



“ Lorna’s Story



Homelessness can happen to anyone. “You walk along a really thin line and, like a domino, you can just go over,” says mother-of-eight Lorna*. “I could cope with it if it was just me, but it’s the kids.”

Coming from a professional background, Lorna says there remains a stigma associated with homelessness, but stresses that - as her story shows - it really can happen to anyone.

Both Lorna and her then-husband were working when the family home was repossessed a few years ago.

“I didn’t realise the state we were in,” she says.

Lorna was forced to move her children into rented accommodation costing €1,300 a month, after being advised there was nothing she could do to fight for their home. “At that stage I was working, I was saying, ‘Yes I’ll manage, I’ll cope, I’m good at managing,’” she says.

But her life soon “collapsed like a deck of cards”.

After renting for 18 months, Lorna’s landlord - whom she had never met - contacted her “out of the blue”, to increase the rent to €1,900. It was an impossible ask. She had since been let go from her job. Meanwhile, Lorna had recently become ill and was unable to secure a new position while awaiting treatment. All the while, repossession proceedings continued over the former family home.

“That’s when panic broke out, because I knew we were in deep, deep trouble.”

The family of nine were given 6 weeks to leave their rented accommodation. With any savings Lorna had now depleted, Focus Ireland advised her to contact COPE Galway, who told her to present as homeless to Galway City Council. In the middle of all this, her children were sitting state exams, and celebrating a Communion and a Confirmation. “It was the most terrifying time of my life,” she says frankly. As Lorna underwent medical treatment, the family had to put their possessions into storage and present as homeless at a local

hotel. Surviving on benefits and literally living out of a suitcase, Lorna had to work out how to feed and provide for eight children with no cooking, refrigeration or clothes washing facilities. When the family were moved to a small self-catering apartment, she says it was “like winning the lotto”.

Recalling her time at the hotel, Lorna says she saw many families eating breakfast there each morning, complete with children in their school uniforms. Holidaying guests may have been confused, but no-one acknowledged that they were all homeless. “It’s hidden, it’s not something you admit to.”

COPE Galway worked to secure an emergency transitional house for the large family, then a summer-letting property, during which time Lorna not only had to wait for news on a more permanent residence, but for the surgery she needed. “I lost all hope, I knew we had to be out of the house at the end of August, and I couldn’t see anything happening,” she says. “I literally rang every politician in the land. Literally every single person said to me, ‘There is nothing.’”

Still, she tried to keep a sense of normality for her children, encouraging them to remain involved with extra-curricular activities. However, her younger children had to miss play dates and birthday parties, as there was no question of return visits. “I don’t want my children stigmatised. They don’t want people to know, they’ve hidden it... I’m so conscious that it’s their whole future and I feel I’ve let them down so badly, that’s the overall emotion for me, I feel like a complete failure,” she says.

Lorna, who is actively involved at her children’s school, adds, “They’re all panicking and they’re afraid to come home and tell me what they need for school. It’s the little things that are almost their basic right and you can’t give it to them,” she says, adding that while she knows her daughters would have loved to see Ed Sheeran in concert, they didn’t even ask for tickets.

The family have found some positives in their situation, spending more time together talking and playing games, reducing their own isolation



“

in the darkest of times. COPE Galway has now secured a longer-term property for the family which, to Lorna's delight, includes a kitchen table large enough for them to eat together again, something she considers vital to family life.

The family are now in a better position but, more than anything, Lorna wants a place to be able to put her family photos on the wall, and not have to take them down again.

However, with more banks moving to sell mortgages in arrears and so-called vulture funds circling the property market, she feels that landlords are prioritised over families.

Having lived with her children in private rental accommodation for over 18 months - treating the property as her own - only to be given 6 weeks to leave, Lorna stresses that there is a need for longer-term residencies and more certainty for tenants.

“What kind of society are we? Families are not at the heart of Ireland anymore,” she says. “All I want to do is rent a house and pay my own way and nobody is willing to help.”

*Name has been changed to protect the identity of the interviewee.

”

Family Support – Key Workers’ Experience

On the day we met with Lorna, we also chatted with two of our Family Support Key workers about their typical day and how their role has changed in recent years as family homelessness increases exponentially.

These are some of the things they said:

- “In my 17 years of working in Homeless Services, I’ve never experienced the extent of the change over the last two and half years. A tsunami of family homelessness hit us in May 2015. That first summer was desperate. We had to learn on our feet.”
- “Historically, up to now, the underlying issue would be addiction or money issues. Now, you see every kind of person coming through the door – it’s the outside factor, the repossessions, the sales, the lack of housing - the housing crisis – the person is not a failure, it’s the system – we need to reassure them that it’s not their fault.”
- “We meet desperate people every minute of every day. Each story is unique. From day one we work to move a family from despair to a more positive place. For a family in the process of losing their home, it’s not just about the physical home – it’s all the emotions, the feelings of failure”.
- “The whole demographic of the families we work with has changed and so have our day to day roles. We spend an inordinate amount of time now trying to source B&Bs and hotel rooms – we need to be six months ahead in booking them for emergency accommodation. We’re constantly searching for private rented properties.”
- “Local hotels and businesses have been overwhelmingly outstanding to us; B&Bs treat our clients very well; they make people feel a part of their home”.
- “We work with lots of young couples with children. Many people are touched by the plight of families with smaller kids but older kids are more aware. Smaller kids may experience possible development issues and for older children, it’s more about how the environment affects them - they can’t have friends come over to play, for example”.
- “It can be hardest on families in hotels and B&Bs. In hotels they’re often amongst holiday makers. Those not in apartments are struggling most – the length of time they have to stay there is increasing. It’s all a new territory to us; we’ve been firefighting the past few years.”

COPE Galway is always interested in hearing from anyone who has housing and accommodation available and which could be used to house those so badly in need of a place to live. Contact us on 091 778750 if you can help.

“ John’s Story



Ex-soldier John* credits COPE Galway with helping him climb out of a “dark hole” of isolation.

As a former combat medic in the US Army, John has faced considerable challenges in his life, but says he felt truly powerless when he became homeless.

John’s life began to spiral when he was injured at work and lost his job. Having decided to return to education, he unfortunately failed his college exams and found himself becoming increasingly isolated.

Previously diagnosed with Post-Traumatic Stress Disorder as a result of his time in the Army, John says he had also “accumulated a drinking problem” over the years, and his drinking increased after he lost his job. Things came to a head when his landlord informed him that he was selling the property John had lived in for close to a decade.

With demand far outstripping supply in the property market, John could not find another place to live on rent allowance. “It seemed like everything was closing in. I was stressed; I didn’t know what to do. I looked at it as I didn’t have any options, and the more I looked at it that way, the more I closed myself off from people. I felt very powerless; I didn’t have control of any kind over the situation”.

It was then that John approached COPE Galway, who advised him to register as homeless. The day that he had to leave his home, he packed everything up, put it into storage, and went to COPE Galway’s Fairgreen Hostel.

“Being in the Army, I was used to communal kind of situations so it wasn’t too bad.” He went on to stay at the hostel for two months. “At Fairgreen everything was great, the food was good, the people were friendly, it was just that not having control is very scary, when you just don’t have control; it’s your life; you’re just trying to get a grip on things.”

COPE Galway staff members encouraged him to engage with the services available and take part in projects, including making a short film. “I kept my days busy and it gave me less time to worry about my situation, which was good, because I think now that if you’re just sitting there doing nothing, your mind races and if you’re in a bad situation everything will come out negative which makes it worse,” he says, explaining that PTSD means his apprehension can “get out of hand” and it’s good for him to stay positive.

After 2 months in Fairgreen Hostel, John moved to Bridge House, where he has stayed for a little over 2 months. His brother recently passed away in the US, and John wasn’t able to return for the funeral, which made him feel more isolated. But, with the support of COPE Galway, he is seeing a counsellor and trying to get back on track.

“COPE Galway has helped me a lot. The food, the services, and not just living in someplace, but the different counsellors and stuff like that, it’s helped me a lot. Plus there’s always somebody to talk to, which is very important. I just feel that when I was isolating myself in my own place, I was in a dark hole but I couldn’t even notice it because I just thought this was my life, whereas coming into COPE Galway was probably one of the best things I did.”

John feels that his life is “100% better now”. “Every day it gets a little bit better. It’s kind of like injuries; the bruises, every day they get easier or dissipate I guess.”

John now goes to the gym regularly, and is about to start a new job. “I can see my life progressing again. I’m just not in that same dark hole where I was. Things are going good, I see my children. I have a couple of hiccups, but all in all COPE Galway has helped me a lot.”

***Name has been changed to protect the identity of the interviewee.**

COPE Galway's Homeless Services in 2017



COPE Galway Fairgreen Hostel

COPE Galway Fairgreen Hostel is a 26-bedroom emergency accommodation hostel for men who are homeless which responds to a wide range of need and operates to a harm reduction approach in working with those actively misusing alcohol and/or drugs. **A total of 148 men were accommodated in 2017.** The service supports those accommodated on a range of fronts including health, welfare and housing with a key worker assigned to each person for the duration of their stay in the hostel.



COPE Galway Osterley Lodge

COPE Galway Osterley Lodge provides emergency accommodation and support for single women and women with children who are experiencing homelessness, with capacity to accommodate up to 12 women at any given time. **In 2017 a total of 67 single women and 8 family households were provided with emergency accommodation.** Osterley Lodge provides a safe and secure emergency accommodation setting focused on assisting and supporting women to address underlying issues contributing to their homelessness and to support them to move out of homelessness.

A key work system is in place which is focused on move-on planning and linking women to support services in the community with the aim to help women achieve improved health and well-being, to experience increased belonging in the community and to develop a solid foundation to prevent a reoccurrence of homelessness in the future.



Cold Weather Response

The Cold Weather Response (CWR) is a winter initiative to address the needs of people who sleep rough in Galway. It runs each winter for approximately 20 weeks and provides night time accommodation. For the past two winters this project has been based at the COPE Galway Teach Corrib Day Centre and has operated from specially fitted out pre-fabricated units installed in the rear garden area of the Day Centre site. In 2017 the CWR accommodated a total of 165 individuals between the early part of the year January - April and again in the latter part of the year when it came into operation in late November.

The capacity of the project was increased for the winter period of 2017/18 up from 14 to 21 beds in response to the growth in the numbers sleeping rough in Galway City.

Top media Tweet earned 4,779 impressions

Our Cold Weather Response is up & running. If you are concerned for rough sleepers **#homeless** in **#Galway**, contact us on 091 525259/0852540275 pic.twitter.com/AhofQsuvZI



👤 19 ❤️ 15

[View Tweet activity](#)

[View all Tweet activity](#)



COPE Galway Family Support Services

COPE Galway Family Support Services is involved in the areas of emergency accommodation provision and placement, prevention, resettlement and tenancy support. This service is available to families in Galway City and County who are homeless or at risk of homelessness and works closely with the Housing Departments of both Galway Housing Authorities. 2017 was an especially challenging year in light of the increase in the numbers of families becoming homeless and the difficulties so many of these families faced in finding a new home. There was a growing reliance on tourist accommodation to meet this need as well as a further five houses being leased for use as emergency and transitional accommodation for families. This brought to 15 the number of such housing units used by COPE Galway for this purpose. **In 2017 a total of 162 families were either accommodated directly by the service or placed in some form of private emergency accommodation.**



COPE Galway Teach Corrib Day Centre

Teach Corrib provides information, refers to accommodation and mainstream services and assists in securing welfare payments. Food and access to washing and laundry facilities is also available. **In 2017 the service worked with 560 single person households.**



COPE Galway Resettlement and Tenancy Support for Single Person Households



COPE Galway Resettlement and Tenancy Support for Single Person Households focuses on supporting people through their transition to independent living when moving out of homelessness, and for a period of time required to help establish and sustain their tenancy. The service engages with its clients in a range of ways including regular home visits, appointments and ongoing phone contact.

This project also oversees the operation of transitional community housing for single person households including the Towards Independence Project (6 spaces) and Community Housing (15 spaces across five different locations) which accommodated a total of 28 individuals in 2017. Five people moved onto homes of their own from this transitional accommodation in 2017 and two others moved to other supported accommodation. A number have also taken up education, training and employment opportunities. (See Client Participation Section for more on this).

Housing & Life Skills Support Workers: Sylvia Colsh & Stephanie Challis

Sylvia and Stephanie work with clients of our shared transitional houses in the community for single people experiencing homelessness. They give a flavour of the impact of moving into shared and community housing where supports are offered to get back to work and to integrate back into their community through education, training, life skills, volunteering etc.:

“The real impact of the community house became evident when working with two men who had become homeless for the first time. Having spent some time initially in emergency accommodation they were offered a place in a shared community house. The immediate benefit for them was that they were able to re-establish links with their community supports as they had a secure base. They now attend regular appointments and have begun to manage their mental and physical health again. The house provided them with the stability that they needed. One of the men is now working, in a relationship and doing very well. The next step for him will be to find a home to call his own.”



“ Aidan’s Story



Addiction has been part of Aidan’s* life since he was 15. Aidan has experienced homelessness for much of his adult life. He is currently living alone in his own accommodation and maintaining it with support from the COPE Galway Resettlement team. Here are some of his thoughts and memories about his journey to a more positive future.

“With my four cans of beer and Prince on my Walkman off I would trot. Sometimes on my own, other times with friends.”

Starting work at a young age, Aidan left home at 17 and lived in “all sorts of horrible places” in Ireland and overseas, and spent years sleeping rough. Apathy and addiction go hand in hand, he explains, and meant he couldn’t have cared less about the state of some of the “unliveable” places he stayed.

Now 45 years old and 15 months clean, Aidan is “a lot wiser” and says his wisdom is down to the support he has received from COPE Galway. “COPE Galway never gave up on me.”

After entering treatment for addiction, Aidan “started to care as the apathy wore off”. “I saw my friends dying, I was overwhelmed and, in a way though it was so sad, it made me stronger.”

In 2016, Aidan received support through COPE Galway’s Winter Initiative, which provides night accommodation for those who might otherwise sleep rough in Galway over the winter. He moved into a room in an emergency hostel after a couple of weeks, “I didn’t mess about and stopped following the crowd. I was so happy for the room; I decorated it and kept it clean.”

Aidan knew nothing of what was going on behind the scenes, the work COPE Galway was undertaking on

his behalf. The charity set up a meeting with housing organisation Clúid, who were offering accommodation to men in recovery. It was another step closer to the independence which, deep down, Aidan craved.

“I always was independent until I had to drink to work. I got ill and the scars of addiction run through me and I will always be an addict, but thanks to COPE Galway and Clúid I now have my own place and I have built a mountain of new trust with friends, family ... I have too much to lose.”

Aidan believes there is a “fine line between isolation and self-preservation”, and he had to end toxic relationships during his recovery. “I had to spend a lot of time alone but I feel I’m on the right path solely because I sought more support on a regular basis and that is so important. There is no more self-destructive drama. Just a great feeling of independence and self-empowerment. You are living like everyone else.”

He now keeps himself busy with his guitar, writing and walking. “The small things are huge,” he says, like achieving 15 months clean.

Aidan credits the aftercare and support he received from COPE Galway as key to his new-found strength, as well as keeping positive people in his life.

“Thanks to COPE Galway for not giving up on me,” he says. “Thank you to COPE Galway and their employees for helping me make the right choices. My life has gone from hopelessness to looking at a future.”

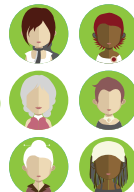
***Name has been changed to protect the identity of the interviewee.**

COPE Galway's DOMESTIC ABUSE SERVICE

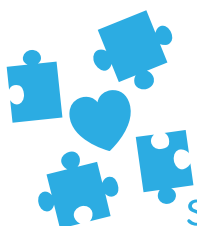
Worked with **339 individual women** and **214 children** experiencing Domestic Violence



Provided **615 outreach appointments** to **210 individual women**.



Provided **189 women** with **225 court accompaniments**



Offered **212 play therapy sessions**



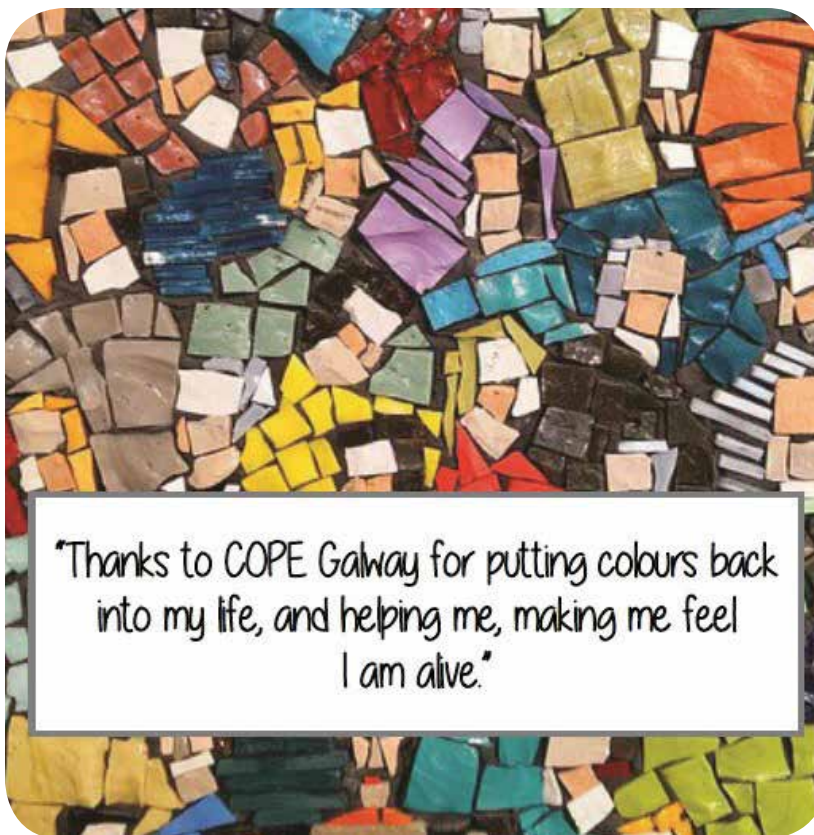
Assisted **258 women** with their **441 children** whom we were **unable to accommodate on 326 occasions** due to lack of space

BIGGEST PROJECT: Develop larger refuge on Forster Street

Three Strands, One Service

- 24 Hour Refuge
- Children's Service
- Outreach Service

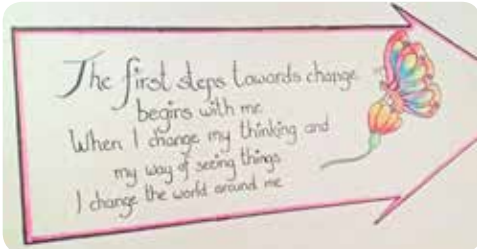
COPE Galway's Domestic Abuse Service aims to provide a holistic and rounded support to women and families who find themselves living in abusive situations. In doing so, the Service has three elements to its offering.



Graphic from Booklet: Parenting after Domestic Violence and Abuse

Our 24 Hour Refuge

Our 24 hour Refuge (the only one in the Western Region) offers accommodation to women and children who need a safe place to stay. It allows a woman who takes the step to leave an abusive home to be safe whilst she considers her next steps, and explores options as to what she thinks best for herself and any children she may have. It is a warm, welcoming environment, a safe space, offering sanctuary and calm – something which is welcomed following stress, fear and chaos.

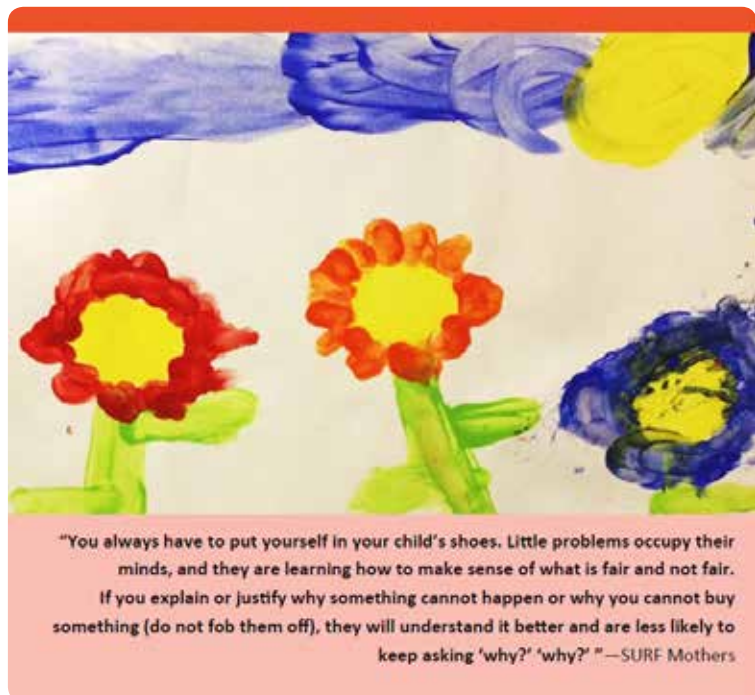


Wall art at COPE Galway Refuge by a mum and her teenage children.

While in the refuge, a woman is given time and support to reflect on her situation – there is no judgement and no pressure on any woman to take a specific path forward. Each woman is supported to work out what is best for her, at that particular time. This can include understanding her rights in respect of the law and its protections, as well as in the areas of welfare, health, well-being and housing. Many women who have used the refuge report that this time and space is instrumental in allowing them to think – they can do so, free from pressure, and safe from abuse. Once they have made decisions, they are offered support in moving forwards.

Our Children's Service

Our Children's Service aims to meet the specific and unique needs of children who come to the refuge with their mothers. Each child who has experienced an abusive home life will be impacted differently, and so it is important that each child is individually allowed time, space and support to understand and process their own experience; to heal and re-build relationships. Our Children's Service team are all qualified and experienced in child care and development, and create a fun, relaxed, safe and warm environment, which supports each child, as well as providing very necessary support to the mother in her parenting role.



Graphic from Booklet: Parenting after Domestic Violence and Abuse

Our Outreach Service

Our Outreach Service works with women in a community setting. Many women avail of our Domestic Abuse Service support without ever needing to stay in our refuge. In the same way, however, they are allowed space and time to consider their needs and wants, and to explore options available to them. Again, there is no judgement and no pressure to take any path forward – each woman can examine her rights and then be supported in progressing with these.

Addressing Domestic Abuse in 2017

2017 saw a further increase in the demand on our services, with an increase of almost 8% in the numbers of individual women supported (339 women in 2017, 314 women in 2016). Our Outreach Service saw a surge of 17% (210 in 2017, 179 in 2016) in demand. We now provide outreach support in many towns and communities around the county, in addition to the service located in Galway City. The number of women dropping in for support and advice also increased dramatically (up 75% - 200 women in 2017, 114 women in 2016), evidencing the very real need that women have for information and support, when faced with an abusive, violent or coercive domestic life. **Interestingly in 2017, we experienced a significant increase in use of our service by children and teenagers, with demand up by 35% (214 children in 2017, 158 children in 2016).** The Children's Service responded to this demand through innovative work with teenagers and children, both individually and through groups, achieving very good outcomes for those impacted. In 2017, we were very pleased to accept a donation which allowed us to open a Teen Room, providing a badly needed escape for some of our young guests.

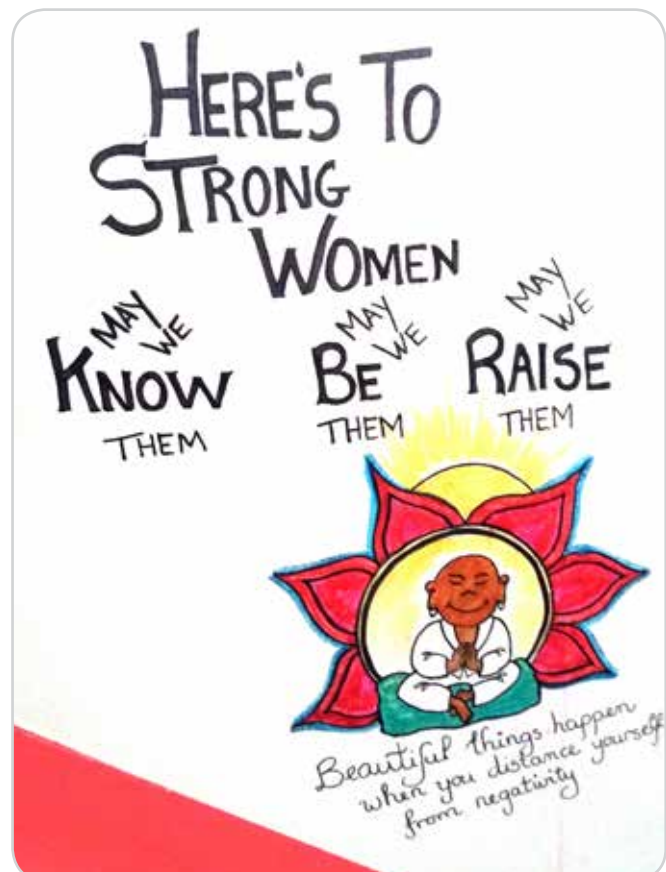
COPE Galway's Domestic Abuse Service also provides support for women engaging with the legal processes, through the courts. This can be a daunting experience, and so our staff work with women in helping to understand the process, preparing for court and then accompanying the woman to court, where she so wishes. Again 2017 saw a significant hike in this activity, up 39% (161 accompaniments in 2016, 225 accompaniments in 2017). We welcome the co-operation of the Courts Service staff and the local legal profession in this work throughout the year.



Galway Court House

It is always a matter of regret when we consider the numbers of women and children we are unable to accommodate – 258 women with 441 children, on 326 different occasions in 2017. These are startling figures and merit some explanation.

When a woman seeks refuge with us, she is NEVER turned away. The 'unable to accommodate' figure indicates the number of women and their children who wished to stay with us, but for whom we could not provide a room. For these women, we work closely with other refuges in neighbouring counties, so that they can be safe in the immediate term, until space opens at ours; we also provide emergency accommodation where another refuge is not available or appropriate. The most important point in considering this figure is to understand that it should never be seen as a barrier to using our service or as a reason not to call us when in need.



“ Why Doesn't She Just Leave? ”



COPE Galway Domestic Abuse Service examines the questions we ask – and need to change - when it comes to Domestic Violence and Abuse.

When we hear of violent and abusive relationships, we often ask the question – “why doesn't she just leave him?” or “who would put up with that?”

These are questions that women living in such a relationship can face – often from friends or families (after they have found the courage to open up about their circumstances) and too often from the agencies they may turn to for help.

When we ask this question, however, we are failing to understand the foundation of an abusive relationship: control, intimidation, erosion of self-esteem.

Women who are continuously being put down and controlled by their abusers, for days, weeks, months and even years; women who are intimidated and threatened and told that they will lose their children if they leave; lose their children if they stay; women who are sometimes living in fear for their lives – Is it reasonable to ask them, “Why don't you just leave?”

Is it reasonable that such a woman is expected to somehow find the strength to leave her home with her children in tow; to find somewhere to live in the midst of a housing crisis? She also needs to find the means by which to pay rent, buy clothes and put food on the table – because you can be sure that the abusive parent is not going to give her any money. And everywhere she turns for help, she has to tell her tale again – why she is in this situation, what has been done to her.

With unprecedented movement towards women's rights and equality happening worldwide, let's really begin

to show how much we support our sisters, mothers, daughters, friends and colleagues who are in abusive relationships - let's change that question. Let's stop blaming the woman and expecting her to find solutions when she is living under stress and tyranny and instead let's begin to ask, ‘Why does he do it?’ or ‘How does he keep getting away with it?’

At COPE Galway Domestic Abuse Service, we can and do help and support women in such circumstances to get away from a dangerous situation. In 2017 COPE Galway's Domestic Abuse Service saw 75 women and 62 children admitted to its refuge, with a further 53 women accommodated in an emergency bed. We were unable to accommodate 258 women, and their 441 children, due to lack of space. The outreach service supported 210 women and provided court accompaniment for 189.

With figures like these, isn't it time we changed the conversation? A woman who survives these relationships is brave and strong and fully deserving of our understanding and our support. Next time you hear about a woman being abused or if someone you love discloses abuse, rather than ask ‘why don't you leave?’, ask her ‘what do you need right now and what can I do to support you?’

Jackie Carroll
COPE Galway Domestic Abuse Service



Partnership, Development and Advocacy

COPE Galway Domestic Abuse Service enjoys a valued position amongst Galway people and is very appreciative of the goodwill which comes to the service from local businesses and individuals, all of whom donate to us in recognition of the real need for the service and the excellent work done here. We work with many other NGOs as well as statutory agencies, co-operating to create safe and sustainable futures for those who need our support.

Our service-users' Client Forum, **SURF**, is a valued partner in our work, guiding our development and providing the voice for those who need support. (Read more about SURF activity in our Client Participation Section).

In 2017, we worked with women using our service to create a parenting module for those who have been living with domestic abuse. A feature of an abusive relationship can be that parenting is disrupted and relationships affected, with this needing to be recognised and repaired; traditional parenting programmes may not address the particular nuances involved. A parenting group emerged through this work, and from this, a programme of learning and support to examine good practice in this area, and to identify ways to develop skills in parenting. A highlight for 2017 was the launch of our book **Parenting After Domestic Violence and Abuse**, which we are pleased to make widely available.

Our Staff also provide training and workshops to schools, colleges and to other professionals on domestic abuse and on healthy relationships, and are happy to explore this work with new partners who may like to get in touch.



Máire Ní Bhriain raised funds specifically for women and children across our services, resulting in a new Sensory Room for the Refuge.



Parenting After Domestic Violence and Abuse – Booklet Launch.

Our Challenges

A continuing theme in 2017 has been the longer stays of women using our service. This is due to a lack of accommodation in Galway, making it difficult for women to move on from an abusive relationship. We are working closely with local authorities on this critical issue, however we add our voices to those locally and nationally who urge policy-makers to act on this housing crisis promptly.

We will continue to play our part to advocate, and work towards finding solutions. Going forward, we will build on the successes and learning of 2017 in growing our supports and models of delivery. We look forward to making the move to our new home in Forster Street, a long-anticipated event with 2018 moving us closer to that goal.



Forster Street building will be renovated to house the new Domestic Abuse Service.

COPE Galway's SENIOR SUPPORT SERVICES



BIGGEST PROJECT: Modified meal options for growing ageing population

Supporting Healthy Independent Ageing At Home

Our **mission** to Support Healthy Independent Ageing at Home helps older people in our community to have access to the supports they need to stay in their own home for as long as they wish to do so.

The majority of our clients live independently in their homes. We work hard to ensure that older people maintain community links and connections with neighbours and local supports. We also support and visit a small number of older people who are in hospital or who have moved into full time nursing home care.

We offer a broad range of services including Community Catering Meals on Wheels, home visiting, help with filling in forms, referrals to a range of health, housing and welfare services and a listening ear. We run lunch clubs, health promoting activities, talks, outings and neighbourhood clean-ups through our Helping Hands initiatives (where staff from local businesses donate volunteer hours in a community helping to clean up the local environment).

We work with a range of community based health, welfare and housing providers such as Public Health Nurses, Home Help, Social Workers, Galway City Council Housing Tenant Liaison Officers and local voluntary agencies such as Age Action and Galway Contact to ensure that older people have the support they need when they need it.

The following sections give a broad thematic overview of the kind of work we do in supporting healthy independent ageing at home and in supporting our community.

Enabling Positive Ageing

As part of a focus on healthy ageing initiatives, our Sonas Day Centre in Mervue ran a Whirling & Twirling Group with the support of the Go for Life 2017 National Grant from Age & Opportunity. Participants, guided by Occupational Therapist Maureen Furlong, whirled and twirled, stretched and moved – and also laughed a lot over the course of 10 weeks. Read more about it here.



Occupational Therapist Maureen Furlong with Whirling & Twirling participant, Teresa Heaney at Sonas Day Centre.

“ The Whirling & Twirling Group - Promoting Healthy Ageing at Sonas

Sonas Day Centre ran this age appropriate programme which has enabled the group to focus on exercise and health, feeling good and keeping going. Having fun is essential when exercising and this group certainly added this in abundance to their exercise routine. Here, facilitator Maureen and participant, Teresa, tell us more:

“It’s no good to take things too seriously!” says Occupational Therapist Maureen Furlong, and Sonas Day Centre member Teresa Heaney agrees. “If you haven’t a laugh, you’re as good to go to bed for the rest of your life!” she says.

Laughter is the best medicine, and it’s a key ingredient in Maureen’s weekly exercise classes for older people. She helps participants to improve mobility and overall fitness levels, all while having a laugh.

Maureen works with members of Sonas Day Centre in Mervue, a social space for older community members to have tea and a chat, breakfast or lunch, or avail of practical support with tasks such as shopping, laundry and form filling.

They can also get involved in activities like gardening, art classes, film screenings, day trips, and Maureen’s free weekly classes, which take place in Cumann Teach Pá Grealish, opposite Sonas. The hall is an important

local resource, particularly given Galway’s notoriously changeable weather! The sessions are open to all, and can provide a vital social outlet for participants.

In 2017 Maureen delivered a special ten-week ‘Whirling & Twirling’ programme, teaching participants simple folk dances. Akin to line dancing, the steps are designed to help improve flexibility and coordination. “The purpose of it is almost to forget that you’re exercising, to get people moving and having a bit of craic,” she explains.

While Maureen’s work has a serious aim - helping older people to improve muscle and joint strength, as well as balance and mobility - that doesn’t mean her classes are serious affairs. As well as ‘whirling and twirling’, she includes a variety of activities, including indoor and outdoor walks, mini obstacle courses and even brain teasers to help participants maintain coordination and reaction times.

“I try to keep it fun. The games are sometimes ridiculously silly, and we all laugh. We’re not trying to build athletes, just increase movement and have a bit of fun.” She adds, “As silly as the games might seem, people don’t realise the logic behind it, it’s to increase balance, coordination, to strengthen, in order to prevent falls and ensure people always have that ability to get out of their chair.”

continues on next page...

“

The Whirling & Twirling programme, as with all Maureen's classes, can accommodate all abilities, and participants can join in with exercises while remaining seated. It's all about getting your hands and feet moving and getting your heart rate up. Participants can even continue their workouts at home.

"I always encourage them to do some exercises at home, even instead of just watching TV, just getting their joints mobilised," explains Maureen. "Quite a few have been doing it at home and they have said they have noticed a great improvement from it. The key is not to get anyone to become athletes or anything like that, it's just to get moving a bit more. Because I don't think anyone realises how much we sit and the key is if you don't use it, you lose it."

'Whirling & Twirling' participant Teresa has been a lifelong proponent of this idea. She has always been active and considers exercise very important. Originally from Mayo, she played camogie and football growing up, and cycled regularly.

Teresa has been involved with COPE Galway for ten years, having previously worked in the organisations' Community

Catering kitchen, originally on Francis Street. She now takes part in Maureen's weekly exercise classes, and says she really feels the benefits, particularly after she had a fall last year. She is walking more now and believes "there's no excuse!" for people not to get out and get active.

"I try to get a walk in every day," says the former Shantalla resident. "I used to walk The Prom nearly every day when I was living out that side of town, it's a lovely walk right from The Claddagh to Blackrock. And you tip the wall at Blackrock, you have to, otherwise you haven't it completed!"

Teresa, Maureen and other Sonas members wear pedometers, which count how many steps they take each day. "It's a good way to realise how sedentary you can be on some days," says Maureen. The goal is to reach 10,000 steps every day, even by moving more while sitting or when making tea. "Every little improvement counts!"

For more information on Sonas Day Centre activities for Mervue's Older Community, phone 091 753 402.

”

Reducing Social Isolation

Lunch Clubs



Jes Lunch Clubbers enjoying a chat and a cup of tea at one of their weekly Lunch Clubs. The Jes Lunch Club meets every Thursday at 1.30pm.

We have been developing our community based lunch clubs, with the support of The Ireland Funds, for older people in Galway since 2009 and now have 12 lunch clubs in the city and county.

Lunch clubs provide an opportunity for older people to come together, meet old friends and make new ones over good food and plenty of chat. COPE Galway Community Catering prepares the lunch while the lunch club is run by local volunteers who are best placed to provide older people with ongoing support and social contact in their community.

Volunteers set up the room, collect members if needed, create a welcoming environment and facilitate lunch. They also do the dishes! After lunch there is often a sing song, activities or a talk. Importantly lunch clubs provide a focus to ensure older people remain part of their community.

MEET THE JES LUNCH CLUB Sea Road, Galway.

Q. So when did your club start?

A. We had our first lunch in this very room in 2013, over 5 years ago already. It's hard to believe that it's been so long, although at the same time it feels like it's been part of our lives for a long time.



Q. Where do you meet and how many are in the club?

A. We meet in No. 6 Ely Place, every Thursday at 1.30... in a lovely cosy little room given to us by the Jesuit community. We have 8 – 10 members who come regularly and we're always open to new people joining us, we love meeting new people!

Q. Why do you like it?

A. We love our lunch club for lots of reasons: It's great to have such good company and we all get on really well together...there's always plenty of stories and laughter here. Everybody can just be themselves here, there's no airs and graces expected from anybody. It's great having a lovely meal cooked for you and served while you chat...and of course we don't have to cook a dinner that day either!

Q. What difference does it make to your week?

- A. 'It's something to look forward to and it's lovely to meet up with your friends again every week'
- A. 'We get to meet people that we wouldn't have met otherwise...I've met people here that I knew to see from years back on the street, pushing their pram with their children and now here we are having lunch together'.
- A. 'One of the ladies here I knew from national school...and I met her again years later in the Legion of Mary...and now here we are again at the lunch club'
- A. 'There's people here that we meet on the street now and stop for a chat, otherwise we would have walked past each other...'

Q. If you could invite anyone to your lunch club who would you ask?

A. Our star lunch guest would be Michael D. Higgins...he'd be great company, funny and have plenty of stories to tell. He remembers people he has met and he enjoys the chat...he gets on well with people so he'd fit right in with us here!

Get Involved and Start a Lunch Club In Your Community

If you would like to find out more about current Lunch Clubs in Galway, or to set up a new Lunch Club in your area, please contact Noelle on **086 0237022**.

Supporting Healthy Ageing

Community Catering Meals on Wheels

Our Meals-on-Wheels service is a social enterprise that has been supplying food and friendship to older people in Galway City and its environs for the past 40 years. We produce and deliver a varied menu of healthy, nutritious meals and help many older people across Galway to get quality nutritional supports – and social contact – at a time in their lives when they most need this but are least able to provide it for themselves.

In 2017, we produced and delivered 41,432 meals for 350 clients across Galway City and County.

We offer traditional and ethnic menu options and also provide meals for clients with specific medically related dietary requirements or requiring a texture modified or fortified meal.



Kitchen Volunteer Frances prepares Meals at Community Catering

In April 2017, we welcomed Mayor Noel Larkin to our Community Catering facility in Ballybane. The Mayor learned about the range of our service provision and the community lunch clubs. We also discussed ways of expanding our food donations programmes to people in the local community who are at risk of food poverty.



In October 2017 we showed Minister Jim Daly and Deputy Hildegard Naughton, TD around our facility, highlighting the importance of excellent nutrition for older people, with good food as key to enabling older people to remain living at home independently.



Social Innovation Fund Ireland Animate Awards

In November, our Eat Well, Live Well, Age Well project was a Healthy Community Category Winner at the Animate Awards 2017. We have developed a range of modified meals to support older people to remain living at home for as long as possible, so that good nutrition is more easily accessible to a wider cohort of older people both locally and nationally.

Animate is a fund that provides grants and supports to early-stage projects and organisations that have come up with clever ideas to address health and social issues in their community. Animate 2017 is a partnership between Social Innovation Fund Ireland, Medtronic and the Department of Rural and Community Development through the Dormant Accounts fund.

We were delighted to win the award and to have access to mentoring and grant aid support from the Social Innovation Fund Ireland. We are up for the challenge that we set ourselves and looking forward to a busy 2018!

Helping Reduce Food Poverty

We operate a number of food rescue initiatives to distribute surplus food from businesses among the community, supporting families and individuals at risk of poverty and making sure no good food goes to waste.



Fund for European Aid to the Most Deprived (FEAD)



An EU Delegation visit included representatives from Social Cooperation and FEAD Developments in Hungary; Food Cloud Hubs; the Department of Social Protection; EU Commission on EU policies; and TUSLA.

In 2017 we supported 1,740 individuals through The Fund for European Aid to the Most Deprived (FEAD), an EU-wide programme. In addition to working with our own clients we work in partnership with a range of statutory and voluntary agencies across Galway City and County.

COPE Galway Community Catering was recognised in 2017 as a 'best practice model' for the processes involved in distributing food to individuals and families most at risk of food poverty and social exclusion in our community through our involvement with the FEAD programme. In 2017 an EU delegation visited our facility to observe and learn from our processes at Community Catering in advance of rolling out the programme in their country.

Food Rescue

Food rescued through the Food Cloud initiative benefits all COPE Galway services by reducing costs of food provision, thus supporting individuals and families most at risk of food poverty. We grew from working with one store twice weekly in September 2014 to 15 weekly food rescues in 2017.

Our food rescue and kitchen volunteers help us to produce nutritious meals from the food donations for our services across Galway City. The food, donated by local supermarkets and Tesco, Aldi and Lidl via the Food Cloud app, and local producers Green Earth Organics and Piggott Eggs, also allow us to provide cookery classes to individuals in transition towards independent living.



Saibh Egan is one of our weekly food rescue volunteers. She collects surplus food from supermarkets, brings it to Community Catering for sorting, packing and delivery to the various COPE Galway services.

Saibh Says

“ The food rescue initiative is enabling COPE Galway to help address food poverty which is often hidden but still very much an aspect of life in 2017. ”

“ I love how proactive the food rescue process is. When I fill the van with the surplus supermarket food, it's absolutely astounding to see what would have been wasted in the past. Then to see it go directly to the services who use it is brilliant. ”

“ The variety of food we receive from the supermarkets is key as we have families that unfortunately do not have access to cooking facilities. We are able to provide these families with items to make healthy nutritious school lunches. ”

INFORMATION & ADVOCACY

Ageing Well in Galway

COPE Galway Community Support and HSE Older People's Services in Galway hosted Ageing Well in Galway, a free information meeting, on November 23rd. A packed house at the Salthill Hotel learned about the Fair Deal or Nursing Home Support Scheme, Home Care Packages, Home Help, Home Improvement Grants, Community Support, Lunch Clubs and Meals on Wheels.

Professor Shaun O'Keefe, Consultant Geriatrician opened the event and highlighted the benefits of living at home independently. His advice to the participants was: "Use it or lose it!" and emphasised that continuing to do everyday tasks and activities is key to healthy ageing.

With speakers from COPE Galway, the HSE and Galway City Council and 20 exhibition stands from local and national organisations the meeting highlighted the wide range of activities and supports that community and voluntary groups provide to encourage older people to continue to play a valuable role in their local communities, to be healthy, active and independent.

The meeting was funded by a grant from The Community Foundation for Ireland: Supporting Older People's Voices at a Local and National Level.

For more on our Advocacy work, see the Advocating for Change section.



OUR TEAM

We couldn't do what we do without our dedicated, hard-working teams of staff and volunteers. With "a sense of humour" and "a bit of muscle" often cited as requirements to be a part of our vibrant team, we'll leave it to Saibh Egan for an overview:



Saibh Says

The team at Community Catering are the best! They are such a hardworking, fun team to work with. There's always a running joke and laughter in the kitchen, which creates a lovely atmosphere. The managers and chefs make you feel welcome and valued."

See our working at COPE Galway and Volunteer sections for further stories on our team.

Working at COPE GALWAY

An organisation is only ever as good as its staff, and here at COPE Galway we are proud of the service we provide and the staff who provide it.

We have close to 130 staff working across 9 services throughout Galway City and County. We have a wide variety of roles occupied throughout COPE Galway, providing services across a range of areas. These range from Chefs in Community Catering; Residential Hostel Workers at our hostels; Accounts in Head Office; Project Workers in our Day Centre; Outreach Support Workers at our Domestic Abuse Service and more. Working at COPE Galway provides a varied, interesting and ever changing challenge.

Recognising Loyalty

Each year we recognise the time and loyalty given by those who have reached 5, 10, 15 and 20 years of service. We now have 39 staff who are here 10 years or more. In these increasingly complex and challenging times this experience is so valuable and something we are proud to reward.



Meet Some of our Staff

To give a flavour of the varied work we do here at COPE Galway, we asked 3 staff members to comment on how long they have worked with us; the challenges they have faced and the highlights of their time in COPE Galway.



Sylvia Colsh
Housing Officer,
Resettlement
& Tenancy
Support Services

"I have been working with COPE Galway for almost 10 years and have worked across a number of services including The Fairgreen Hostel, Family Support Services, Fundraising, the Day Centre, Resettlement & Tenancy Support and now as Housing Officer for our Community Houses – a new role for the Organisation.

One highlight of my time with COPE Galway was working with a couple who were street homeless for many years. They availed of accommodation through the Housing First model three years ago and I'm delighted to say that they are still managing in their own home today. Another highlight has been seeing tenants I work with now, who have overcome a lot of personal challenges, seeing how living in the community with support is really working for them. They support each other without being over dependant. It's wonderful to see people establishing themselves in their communities, which really reduces social isolation and loneliness".



Karen Bonner
Lead
Community
Support Worker,
Sonas Day
Centre, Mervue

"I started volunteering at Sonas Day Centre in 2013 then took on the relief support worker position in June 2014. Most recently I have taken on the role of Acting Lead Community Support Worker.

I enjoy the work that we do here in Sonas, helping people have a better quality of life in their own home. No day is the same here and we often face difficult and sensitive issues, when we try and do everything possible for those involved.

Highlights of working with COPE Galway would be the help and support from colleagues across all the services and just going home knowing that what you have done for people that day, however small, you have made something better for them - there is great satisfaction in that".



Ciara Tyrrell
COPE Galway
Domestic Abuse
Service

"I have been working for COPE Galway for over twenty years and all that time I have worked in the domestic abuse services. I work mainly as part of a small team within the children's service as well as with the larger refuge team. The work continues to be as demanding as when I started, partially because of more awareness among the general public and other services about the issue of domestic abuse and the availability of our services.

Some of the many highlights include developing a school programme to raise awareness; supporting families where there are good outcomes and meeting President Mary McAleese in the Áras!

I am looking forward to the next phase of our service when we move to Forster Street where we can further develop and expand on the work we are already doing.

Cross Service Inductions

We regularly run a cross service induction bus tour so that new staff can visit all of our services. This is a busy and enjoyable day where staff can meet their new colleagues, see the range of services and learn more about the variety of ways in which COPE Galway helps people in Galway City and County.

Our staff make up a diverse and hardworking team who each and every day, year after year make the extra effort to provide the best service they can to those people in need in Galway.

Volunteering at COPE GALWAY

COPE Galway couldn't do what it does without its vibrant & dedicated team of over 200 volunteers.

People from all ages and stages of life with a common desire to make a difference in their community – and in their own life – give us their time. They are crucial to achieving our mission of a quality of life in a home of your own for all our clients. Volunteers are involved in virtually every aspect of our work throughout the services in over 30 volunteer roles. From meal delivery drivers, food rescuers, kitchen assistants and cookery tutors, to positions as a befriender, playroom support, shop assistant or musician; or helping out at the Day Centre, Lunch Clubs, or with administration and more – there are many roles to choose from.

What is key, is that each volunteer's experience with us is positive and enriching. With research indicating that people who volunteer are happier and healthier, we are committed and continue to strive towards being the "Best in the West" for volunteers in Galway.

Galway City Mayor's Awards

The annual Mayor's Awards in Galway acknowledges outstanding people and the work they do in their communities. Our Sonas Day Centre volunteers were nominated for a Community Services and Social Inclusion Award. Well done Joe, Susanna and Gene!



Annual Recognition for COPE Galway Volunteers during National Volunteering Week

Our 3rd Annual Volunteer Recognition Event (Salihill Hotel, May 2017) celebrated our Volunteers' invaluable work. "It's always great to see all our volunteers together and most important for us to say thank you"- Lucia Canavan, Volunteer Coordinator

Equality and Diversity Workshop

COPE Galway strives to create a diverse and inclusive organisation. Working with volunteers from all over the world, we are committed to involving volunteers who reflect the diversity of the local community. In 2017 a number of our staff also participated in training in this area with Volunteer Galway.



Volunteer Bus Tour Summer 2017

The Annual Service Tour is a great opportunity for volunteers to learn more about the work we do across our services. The day consists of a visit by bus to each service and an information talk. It's always good too for volunteers to meet socially, have fun and share their volunteering experiences.



COPE Galway's 'Helping Hands' Projects

We are very fortunate to have wonderful support from our corporate partners who assist us with short term volunteering projects. In 2017 we worked with a number of companies who helped us to complete a variety of Helping Hands Projects ranging from gardening, painting, upkeep of the services and clients' homes. Just some of the companies/groups who donated their time, skills and enthusiasm in 2017 included: Wayfair, Medtronic, Marks & Spencer, Cregana Medical, AIB, CISCO and more.

COPE Galway Choir

One of the highlights in 2017 was the formation of the COPE Galway Choir, made up of volunteers and staff who came together. After many practice sessions facilitated by Ronán de Búrca, the choir performed at a fundraising 'Let's Help Together Concert' for COPE Galway, hosted by Medtronic, in St. Nicholas' Collegiate Church. A wonderful evening, it was a memorable experience for all who participated.



Volunteer Ireland Awards 2017

The Volunteer Ireland Awards is an awards program that aims to shine a light on the remarkable work of volunteers and volunteer managers around the country by celebrating them on a national level. In December 2017 Fiona Gillespie (pictured below) from our Community Catering team was shortlisted to the final three in the Volunteer Manager Special Commendation Category.

Fiona recruits, manages and supports the volunteer drivers who deliver Meals on Wheels to older people around Galway. There are over 60 drivers currently, all of whom she knows by name. She gets on so well with them, always has time for a chat and catch up and always with a positive demeanour. On the practical side she coordinates 15 volunteers every day, Monday to Saturday, to ensure that 160+ COPE Galway clients have a nutritious meal and a much needed social visit to their home. Well done Fiona we are all very proud of you!



Christmas Food and Donation Project 2017

Our Christmas Project was very special again this year, thanks to the generosity of Galway's various companies and the public in general for the unprecedented amount of food, toys and provisions donated. A great team of volunteers from CISCO spent a second year helping to sort and distribute Christmas gifts and hampers to COPE Galway families and individuals. They worked tirelessly the week before Christmas with COPE Galway "Elves" Saibh Egan and Stephanie Challis. Their work and all the donations received helped make Christmas a special experience for everyone we support through all our services in Galway.



COPE Galway Annual Christmas Day Swim



And finally 2017 came to an end – such a busy time of year for all, and yet we find volunteers are more than willing to offer some time for COPE Galway. As early as October people offer to help with the running of our Christmas Day Swim. We are grateful to all the volunteers who brave the elements, give their time so generously and make it such a great event!



With over 200 people volunteering with COPE Galway - from the Board of Directors, to volunteers across our services or at fundraising events - there is a volunteering opportunity for everyone. To become a volunteer, Contact Lucia Canavan, Volunteer Coordinator at volunteeradmin@copegalway.ie or on 091 778750.

You can read about one of our volunteers, Maureen Furlong, in our feature interview, Senior Support section!

Advocating FOR CHANGE

Advocates for social change across a range of issues at individual/local/national service & policy levels with submissions & dialogue around:



- City Development Plan • National Drugs Strategy • Nutritional Assessment for Older People • Ireland 2040

While most of COPE Galway's work focuses on providing frontline services to those in need, as an organisation we understand the importance of addressing underlying inequalities and gaps in policy that can lead to marginalisation and disadvantage.

Our advocacy role and strategy focuses on being a voice for social change on the issues that negatively impact on the lives of our clients. Our advocacy endeavours range from actions that aim to bring about changes in legislation, public policy, administrative practice and attitudes in the broadest sense, as well as being a "means of empowering people by supporting them to assert their views and claim their entitlements and, where necessary, representing and negotiating on their behalf" (as defined in Citizen's Information Board Advocacy Services Guide).

We do this in a wide variety of ways:

Advocacy Forum

The Advocacy Forum is made up of key staff involved in the frontline delivery of services to our clients along with our Advocacy and Policy Worker and Assistant CEO. The forum's responsibilities are to agree actions to:

- Identify and propose solutions to barriers and blockages our clients experience in claiming their entitlements
- Raise awareness and advocate at an interagency level
- Highlight issues and advocate for changes in legislation, policy and administrative practices at a statutory level where appropriate
- Raise public awareness of the issues through publicity and other targeted measures
- Develop and review an annual plan

Seeking Change In Public Policy

In 2017 we continued to seek to influence public policy where possible. Much of our focus was again on housing and on highlighting the plight of a growing number of families and individuals in Galway who are experiencing homelessness. We made submissions to "Ireland 2040 Our Plan", "Health Service Capacity Review" and "Review of Rebuilding Ireland Action Plan for Housing and Homelessness" in response to public consultation invitations. We also made a submission to the Minister for Finance and Public Expenditure and Reform in advance of Budget 2018 seeking a range of budgetary measures to help address the needs of those we work with and support across all of our services.



Minister Simon Coveney with COPE Galway CEO Jacquie Horan

COPE Galway contributed at a local and national level to the discourse on various policy initiatives and changes in practices in areas such as housing and health. We did this both directly in our interactions with statutory bodies and through our active involvement in networks including the Irish Coalition to End Youth Homelessness and the Galway City Community Network. We also collaborated with Safetynet to provide health screening to those experiencing homelessness and to undertake a homeless health needs assessment in January 2018.



In October, Minister of State at the Department of Health with special responsibility for Mental Health and Older People Jim Daly, TD, accepted our invitation to visit our Senior Support Service. This was an opportunity to highlight the great work done in these services as well as highlight issues important to COPE Galway, such as having Nutritional Assessment as a key part of a HSE Home Care Package.

The Irish Coalition to End Youth Homelessness was established in September 2017 as a means to combine the work of various organisations who are trying to tackle the issue of youth homelessness. As part of the coalition, we will be better able to highlight this issue along with our collective solutions.

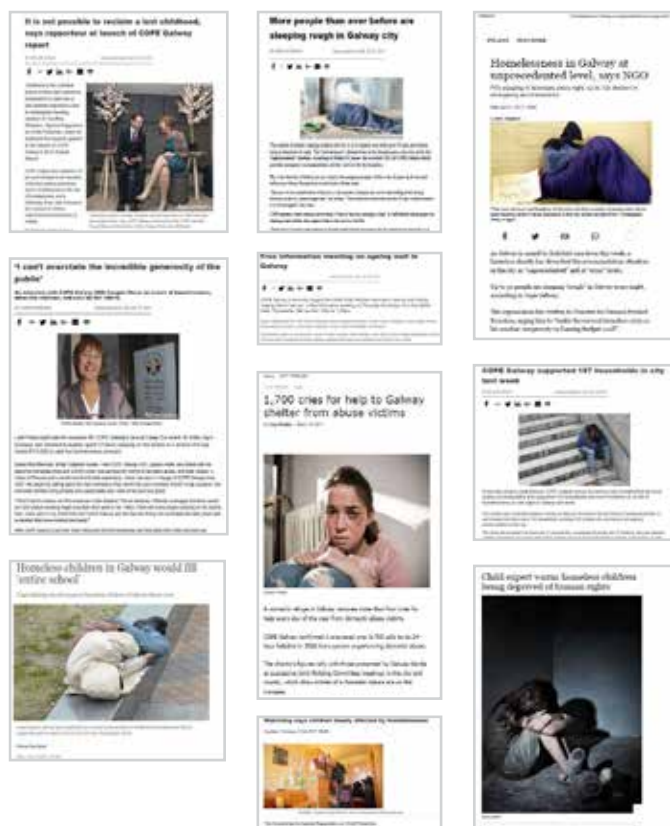
Awareness Raising Campaigns

We continued to conduct a number of awareness raising campaigns across our services in 2017. Some of these included public campaigns around:

- Emergency services during inclement weather
- Dating abuse – campus based campaigns
- Parenting in the context of Domestic Violence and Abuse
- Ageing Well in Galway
- Regular point in time census figures of numbers in contact with and availing of our services who were homeless and in need of housing to help inform policy responses and contribute to solutions

The local print, broadcast and digital media has been very supportive in publicising our campaigns and we are very grateful for this.

Our social media channels were also very active during 2017, with strong support for campaigns. There was also huge response to callouts for items such as buggies, clothes, football shoes, etc. needed by our clients.



Information Events



Anita from our Services for Domestic Abuse mans the desk at our Dating Abuse event at a 3rd Level Campus.

We regularly hold information events across our services. For example, our Community Fundraiser visits schools with information on our services; our Senior Support Service held a large-scale seminar on Ageing Well in Galway in November and our Domestic Abuse Service team regularly visits campuses at GMIT and NUIG as well as other outreach events with information in relation to their services.

Advocating for Change Subcommittee

This Sub-Committee of the Board of Directors, consisting of representatives from our Board, managers and staff, is designed to support the Board in the delivery of the COPE Galway Strategic Plan – Working Together Towards Home and Community - specifically the area of the plan relating to advocacy. The Sub-Committee ensures that we have a clear focus for our advocacy work and that we maintain momentum in seeking and securing social change on issues affecting those we work with.

Collaboration

Finally, we believe that working in collaboration with others offers the strongest opportunities for success. In this regard we participate on the forums depicted on the infographic below to advance our advocacy objectives, and to advocate at local, regional and national policy levels.



Client PARTICIPATION

At COPE Galway we are committed to involving our clients in as many ways as possible.

There are two equally important reasons for this:

1. To help us to better meet clients' needs
2. To help clients feel better about themselves, thus improving their quality of life (in a home of their own).

Being involved gives clients the chance to take part, to use their own ideas, talents and skills to make our services better, to meet other people, have fun, feel valued, and build self-confidence.

In 2017, some great things happened across our services for clients. We held regular soccer games and tournaments, a children's day in our homeless services, the annual Christmas Lunch, and offered guitar and ukulele classes and C.V. support. Other offerings included:



Client Wellbeing Day

In February we held a Client Wellbeing Day, which included demonstrations, samples and exhibits around practical wellbeing (mindfulness, yoga, massages, acupuncture); mental health supports (GROW, Lets Get Talking Galway, Men's Support Group); work and education opportunities (GRETB, Croí na Gaillimhe); healthy eating (including fresh smoothies, juices and more) and cooking on a budget; COPE Galway social activities (golf, walking, soccer etc.); martial arts, gardening and the ever-popular raffle. 49 clients attended over 2 sessions (morning and evening). With very positive feedback, the day was deemed a great success.

Let's Get Galway Growing - A Network Of Community Gardens

COPE Galway's Bridge House transitional housing for single men has been part of "Lets Get Galway Growing" since 2012. This is a network of community gardens in Galway City that are organised and run by local people for the local community. Our clients actively participate in working and maintaining the garden in the project. In 2017 the network was nominated for the IPB Pride of Place competition. Bridge House clients attended the award ceremony and on behalf of the network collected a runner up prize under the environmental community initiative category.



Community Housing and Client Involvement in Training and Education

In 2017 we developed a model of community housing which is working really well. Part of its success is due to clients developing skills and availing of training, education and employment. The infographic shows how successful this has been in 2017.

Community Housing

AN OVERVIEW OF YEAR ONE

15 beds provided in 5 houses

3 Female **12 Male**

ACCOMMODATION OUTCOMES

Total Occupancy: **18**

Successful Move Ons: 3 (2: Social Housing; 1: HAP)

Maintained Licence Agreements: **15**

Current Rent Arrears: **€0**

Instances of Anti-Social Behaviour: **0**

OVERVIEW OF CURRENT 15 RESIDENTS

Entered Employment: **1**

Engaged in Training Courses: **7**

Attended Employability Workshop with Medtronic: **6**

Obtained Manual Handling Certs: **6**

Obtained HACCP: **1**

Obtained Safe Passes: **1**

Obtained QQI Level 5 First Aid: **1**

Engaged in Volunteering for COPE Galway: **4**

Actively in Support Services in the Community: **9**

Service Users Refuge Forum - SURF

Parenting Booklet

Throughout 2017 the client forum which is related to our domestic abuse service, the Service Users Refuge Forum (SURF) worked closely with Elaine Cosgrove and staff at Waterside House on the production of a Parenting Booklet which was launched in the Town Hall Theatre on Monday December 4th. Pat Dolan from NUI Galway spoke at the launch and Poet Rita Ann Higgins also contributed. This was the most significant piece of work for the forum during the year and involved a lot of input and planning.



Other SURF activities in 2017 included:

Three women accepted an invitation to attend a function at Áras an Uachtarain to celebrate International Women's Day on March 8th.

Two healing days took place at the wonderful space at the SCCUL Sanctuary in Clarenbridge in March and September, which generated very positive feedback.

The June forum took place in Brigit's Garden. 8 women enjoyed a tour of the garden and lunch as a celebration of the year's work. In July, 6 women attended a mindfulness practice at the Black Gate Cultural Centre.



There are opportunities for client involvement across our 3 service areas and we also offer some volunteering opportunities for clients in our COPE Galway Charity Shop and our Community Catering service. These slots are always popular and can be very beneficial in preparing for the world of work and in building self-confidence.

Meetings with Tusla

At the October SURF Forum Meeting, Fiona Neary on behalf of Tusla led a wide-ranging discussion on domestic violence services including people's experience of services and what might need to be improved. During the year individual members of the forum also contributed to events organised by Tusla nationwide which sought the views of women who had experienced Domestic Violence Services.

Fundraising for COPE GALWAY

Thank You

The community's generosity in 2017 exceeded all our expectations with donations of non-perishable goods, clothes, gifts, toys, furniture and more that supported our clients across all our services.

We issued many appeals via our social media platforms for items our clients needed and all of them were answered very quickly resulting in prompt responses to the needs of the people we work with.

Every donation however big or small came from the heart and we thank you all, the people of Galway, for that.



Special thanks to our Volunteers

For all the special, kind people who shake the bucket in all weather conditions, we would like to say a special heartfelt thank you! We couldn't do any of our collections without you and we really appreciate your dedication to COPE Galway.

2017 Highlights

Annual Business Sleepout

Twenty-eight Business Leaders took part in the sixth annual COPE Galway Business Sleepout on 1st December, when they left behind their cosy offices and homes to spend 12 hours on Shop Street with their sleeping bags. They raised awareness of our Homeless Services and an incredible final total of €166,908, which will fund specific supports for families and individuals, including resettlement support services, helping people to move on from homelessness to independent living.



COPE Galway 28th Annual Christmas Day Swim



The 2017 Christmas Day Swim crowds were unbelievable. We were blown away by the support from all the swimmers, volunteers and, in particular, all of the support services that donated their time and expertise. From the Galway Lifeboat Service to the Civil Defence, the Lifeguards, the Gardaí and more - all have shown such dedication to helping to make this annual event safe and enjoyable for the past 28 years. Thanks to the participants, their supporters and our fantastic volunteers who all braved the cold so others don't have to, and raised a whopping €28,910 for our homeless services.

Corporate Fundraising

We are very grateful to all the businesses, big and small, who supported COPE Galway by organising collections and fundraising events and by volunteering with our Helping Hands projects. A huge thank you to the organisations that selected COPE Galway as their Charity of the year in 2017, supporting us throughout the year.

Of particular note was our partnership with Medtronic who chose us as their charity of the year for 2017. We had an amazing year together where the Medtronic employees organised a whole variety of events with some of the highlights being their Stars in Their Eyes gala night, Tough Mudder, and Winter Wonderland, and culminating in a truly beautiful concert in December. COPE Galway now have a mini bus courtesy of this partnership which is being used across our services. Thank you to all in Medtronic.



Thanks to Fiona Curley and all the staff at Winters Property Management for cycling to Croagh Patrick on a static bike during the Buns n Bikes event in the summer, raising a total of €2,875.



The Salthill Village Business Leaders donated €3,000 to support children in our homeless services – thank you all for your generosity.

THANKS TO ALL THE CAFES AND RESTAURANTS WHO TOOK PART IN OUR €1 MORE INITIATIVE FOR MEALS ON WHEELS WHICH RAISED €3,128.

Church Collections

The Annual Church Gate collection took place in 12 churches across Galway City and County and raised a total of €4,922. The Annual Church Plate collection raised €13,903 for our services.

Many thanks to all the Parish Priests, parishioners and the volunteers who supported the collection in their local churches across the City and County. A special thanks to the Bishop of Galway and the Diocesan Office for their support.

Some of our great Community Fundraising Events

The Galway community held so many amazing events to raise funds for our services in 2017. We would like to thank each and every one of you - every cent raised makes a difference to our clients. The following is just a sample of the many fundraising events held during the year – **THANK YOU SO MUCH TO ALL!**



The fourth annual Corrib Live gig run by Sound Production students from VTOS and their sponsors raised €900 for our Domestic Violence Refuge.



Orla Corcoran's BBQ in McHugh's Bar was again a huge success in July 2017 and raised €1,032. Thanks to Orla and Mary for organising such a fun and tasty night!



The Ladies Club and Men's Club of the Galway Bay Golf Resort, together with their sponsors, donated €8,000 from the proceeds of their annual Golf AM-AM.



James O'Toole and the soccer crew took part in the annual Mark Reilly Memorial Soccer Tournament on St Stephen's Day, raising €460.



100 Men Who Give a Damn! raised an incredible final figure of €8,654 to fund our "Small Spend, Big Impact" project, supporting families experiencing homelessness in Galway.



Sarah O'Halloran and her family and friends slept out on Shop Street on 16th December 2017 in aid of our homeless services and raised an amazing €10,685!



Patricia Keane's bake sale and art auction raised an astounding €6,932 for children in our homeless services.

We were again delighted to be part of the Local Food and Crafts fair in November 2017. Thanks to the volunteers, event organisers and local producers for their support in raising €1,715.



Another successful Annual Santa Toy Run organised by the Tribes Motorcycle Club raised €4,965. Thanks to all the bikers for their generous support!

CIPD members kindly donated €2,500 from the proceeds of their Annual Gala.

Thanks to the Galway International Arts Festival who kindly donated tickets in July which, between sales and raffles, raised a total of €4,046!

The 5th Annual Spiorad Shadhbh Midsummer Walk in the Park raised €5,000 for two projects – equipping a sensory room for children affected by domestic abuse and helping refurbish and improve the living areas in Osterley Lodge.

Schools and Colleges

Tá muid an-bhuíoch do dháltaí rang a 6 i Scoil Iognáid a bhailigh €1,199 do sheirbhísí na heagraíochta nuair a d'éagraigh siad díolachán císí i mí Meithimh.



An incredible dedication and will to succeed meant the students of Coláiste Iognáid (The Jes) raised €4,092 for their Sleepout. Over the past four years the Jes Sleep Out has raised a total of €12,166! Thanks to all the students, teachers and parents for their support. What a great achievement! A special thanks to St. Nicholas' Collegiate Church for allowing this to happen.



Míle buíochas leis na daltaí ar fad, leis na tuismitheoirí agus na múinteoirí i gColáiste Chroí Mhuire an Spidéil a bhailigh €396.40 trína dtionscnamh 'Cash for Clothes'



The Student Council at Salerno Secondary School took part in the 28th Annual Christmas Day Swim and raised €635.



An inspiring 3rd class student Kayleen McPhillips came up with a brilliant idea to organise a raffle in Scoil Mhuire, Clarinbridge and raised €401 for our Homeless Services. Well done to Kayleen!



Buíochas le Bríd Ní Neachtain, na daltaí ar fad, na tuismitheoirí agus na múinteoirí i Scoil Fhursa a bhailíonn airgead gach bliain chun cuidiú le COPE Gaillimh. Bhronn siad €359.90 ar an eagraíocht i 2017.



Thanks to 2nd Year Commerce students at NUI Galway who donated €720; GMIT Students Union who donated €550, to students and staff of GMIT Medical Science Programme who donated €250, to GMIT Catering Company who donated €600 and to the Galway Technical Institute who donated €316, all proceeds from fundraising events.

Christmas Appeal

Thanks to Saibh Egan, Stephanie Challis and their army of volunteers, which included an energetic team from Cisco Galway, for organising a major Christmas Appeal to deliver 447 hampers of food and 1,307 gifts across our services. We were also very glad to receive vouchers worth a total of €2,512, which were used to help support individuals and families across our homeless services at Christmas time.



A huge thank you to all donors for their amazing support with the appeal over Christmas 2017.

To everyone who supported our work in any way we say **THANK YOU** so very much

Statement of Guiding Principles for Fundraising

COPE Galway is fully committed to achieving the standards contained within the Statement of Guiding Principles for Fundraising.

The Statement exists to:

- Improve fundraising practice
- Promote high levels of accountability and transparency by organisations fundraising from the public
- Provide clarity and assurances to donors and prospective donors about the organisations they support

COPE Galway has considered the statement and believe we meet the standards it sets out. We welcome your feedback on our performance via any of the contact points provided at the end of this report.

Further information is provided on our website www.copegalway.ie



COPE Galway's CHARITY SHOP

2017 was another successful year for The COPE Galway Charity Shop on St Augustine Street, whose profits go directly to our services.

Run by a paid manager, the shop is staffed by a diverse mixture of local people who volunteer, as their way of contributing to the community, through COPE Galway. It is well supported by customers and of course the goods are all recycled!

The shop, open from Monday to Saturday (10am-5.30pm) happily accepts regular donations of clothes, accessories, jewellery, books, DVDs/CDs and are grateful to all who have contributed during the year.

The Charity Shop also serves as a public face of COPE Galway for enquiries and it facilitates referrals from services when clients require clothes at no cost to them.

The shop has a separate Facebook page to the organisation's main page – 'COPE Galway Charity Shop'.



In 2017 some of its collections for Race Day and Winter Fashions were featured in local media – we are very grateful for local media support.



The shop also had a 4th birthday event in 2017.



We can never thank our hard-working volunteers enough. One way to show our appreciation is with the annual Volunteers Recognition event, which shop volunteers attended and enjoyed again in 2017.

The manager would like to sincerely thank all donors, volunteers and customers for their continued support.

COPE Galway's FINANCIAL STATEMENT

Income & Expenditure Account for year ended 31st December 2017

Financial Information

INCOME	2017	2016
HSE	1,602,375	1,546,032
Galway City Council	1,285,873	925,485
Tusla	803,981	795,767
Fundraising/Donations	858,100	705,763
Service charges	529,524	473,776
Grants and Other Income	<u>137,117</u>	<u>123,777</u>
	5,216,969	4,570,600
Refuge	<u>-</u>	<u>8,233</u>
	<u>5,216,969</u>	<u>4,578,833</u>
EXPENDITURE		
Homeless	2,407,972	2,196,490
Domestic Violence	910,928	888,922
Older People	614,363	607,150
Fundraising	281,752	267,946
Administration	<u>478,690</u>	<u>442,595</u>
	4,693,705	4,403,103
Depreciation	<u>55,485</u>	<u>43,086</u>
	<u>4,749,190</u>	<u>4,446,189</u>

COPE Galway adopted SORP 2014 from 1st January 2015.

Full statutory accounts are available at www.copegalway.ie/about/annualreports

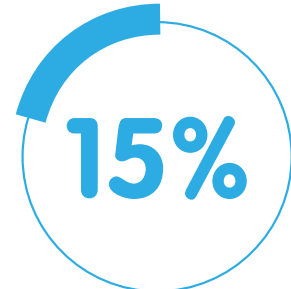
Where Our Money Comes From



HSE



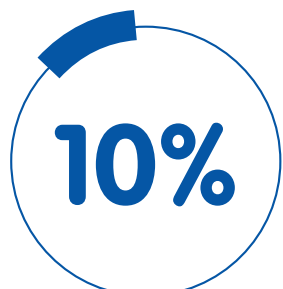
GALWAY CITY
COUNCIL



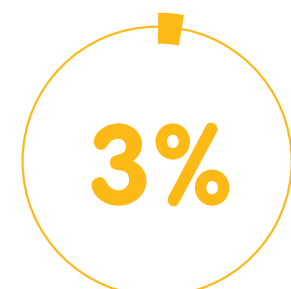
TUSLA



FUNDRAISING
/ DONATIONS

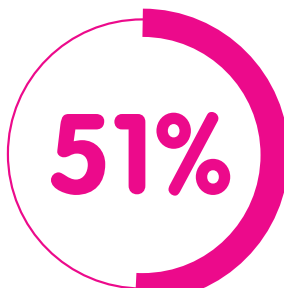


SERVICE
CHARGES



GRANTS AND
OTHER INCOME

How Our Money Is Spent



HOMELESS



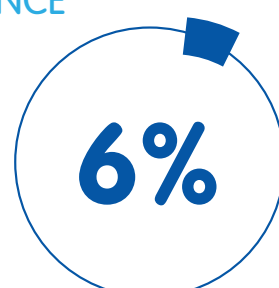
DOMESTIC
VIOLENCE



OLDER PEOPLE



ADMINISTRATION



FUNDRAISING

COPE Galway's ORGANISATIONAL STRUCTURE

COPE Galway is a private company limited by guarantee. A Board of Trustees manages the Organisation, with operational responsibility delegated to the CEO (Chief Executive Officer) of the Organisation.

During 2017, the following persons held the various seats on the Board of Directors and attended board meetings as listed:



Board Member	Role	Attendance at Board meetings
John Concannon (Chairman)	Ireland 2016 (Retired in June)	3/3
Eamon Bradshaw (New Chairman October 2017)	Business Representative	2/2
Fr Martin Whelan	Diocesan Representative (Retired in June)	3/3
Fr Joseph Roche	Diocesan Representative (Replaced)	1/2
Andrew Murphy	General Practice (Retired in April)	1/2
Hannah Kiely	Governance Representative	6/6
Dr Martina Kelly	Health & Safety Representative	5/6
Paudie Cunningham	Staff Representative	4/6
Paul Dilger	Marketing & Communications Representative	5/6
Sean Silke	HR Representative	4/6
John Royleston	Business Representative	5/6
Cait Noone	Educational Representative (Retired in December)	2/6
Karen Kilduff	Services Representative	5/6
Deirdre Squires	Older Persons Representative	5/6
Adrian Callanan	Business Representative	4/4
Dr. Connie Healy	Legal and Advocacy Representative	1/2

The Board of Management of COPE Galway held 6 Board meetings during 2017, with 76% attendance overall.

Six sub-committees of the Board continued to operate in 2017 to support the delivery of our Strategy. Various members of the Board sit on these sub committees, and met as follows:

Delivering Outcomes	6 Meetings
Developing our Organisation	6 Meetings
Advocating for Change	6 Meetings
Developing Revenue	1 meeting
Audit and Risk Committee	3 meetings
Property Sub-committee	Met regularly throughout the year

The work of the Audit Committee involved a review of the effectiveness of the organisation's internal financial control and procedures, oversight of the external audit process from planning to completion and recommendation of the financial statements to the Board for approval. COPE Galway also maintains a risk register.

The terms of reference of the committee were extended in late 2017 to include Governance and Compliance.



We also complied with the Housing Agency Regulation office.



During 2017 COPE Galway continued to comply with the Governance Code for the Community, Voluntary and Charitable sector in Ireland.

Retired Board Members

In June, John Concannon formally retired from the Board and as the Chairman after 9 years at the helm. John achieved so much for COPE Galway during his tenure. With his strong background in Marketing and Communications and his "can-do" attitude, he has been inspirational. He has always had a good grasp of the many issues and challenges we face while maintaining belief in our ability to overcome obstacles. It has been our pleasure to work with John over these 9 years. On behalf of all in COPE Galway I would like to thank John sincerely for his constant commitment and support of COPE Galway.

Andrew Murphy, Fr Martin Whelan, and Cait Noone also retired at various times in 2017. We are very appreciative of their commitments and contributions throughout their years of tenure.

New Board Members



Eamon Bradshaw, Chief Executive at the Port of Galway joined the Board as our new Chairman in October 2017. Eamon comes from a Finance background and is a graduate of NUI Galway. His role brings him into constant contact with Government Agencies and our local business community, as well as managing one of the most significant development projects for the city currently – that of the Harbour and Docks area. Eamon is very active in supporting many local charities, sporting bodies, and community groups including COPE Galway. We are delighted to welcome him as our new Chairman.

Adrian Callanan, Fr Joseph Roche, and Dr. Connie Healy joined the board at various times during 2017 and we very much appreciate their willingness to contribute their expertise, time and energy towards achieving our objectives.



Adrian Callanan



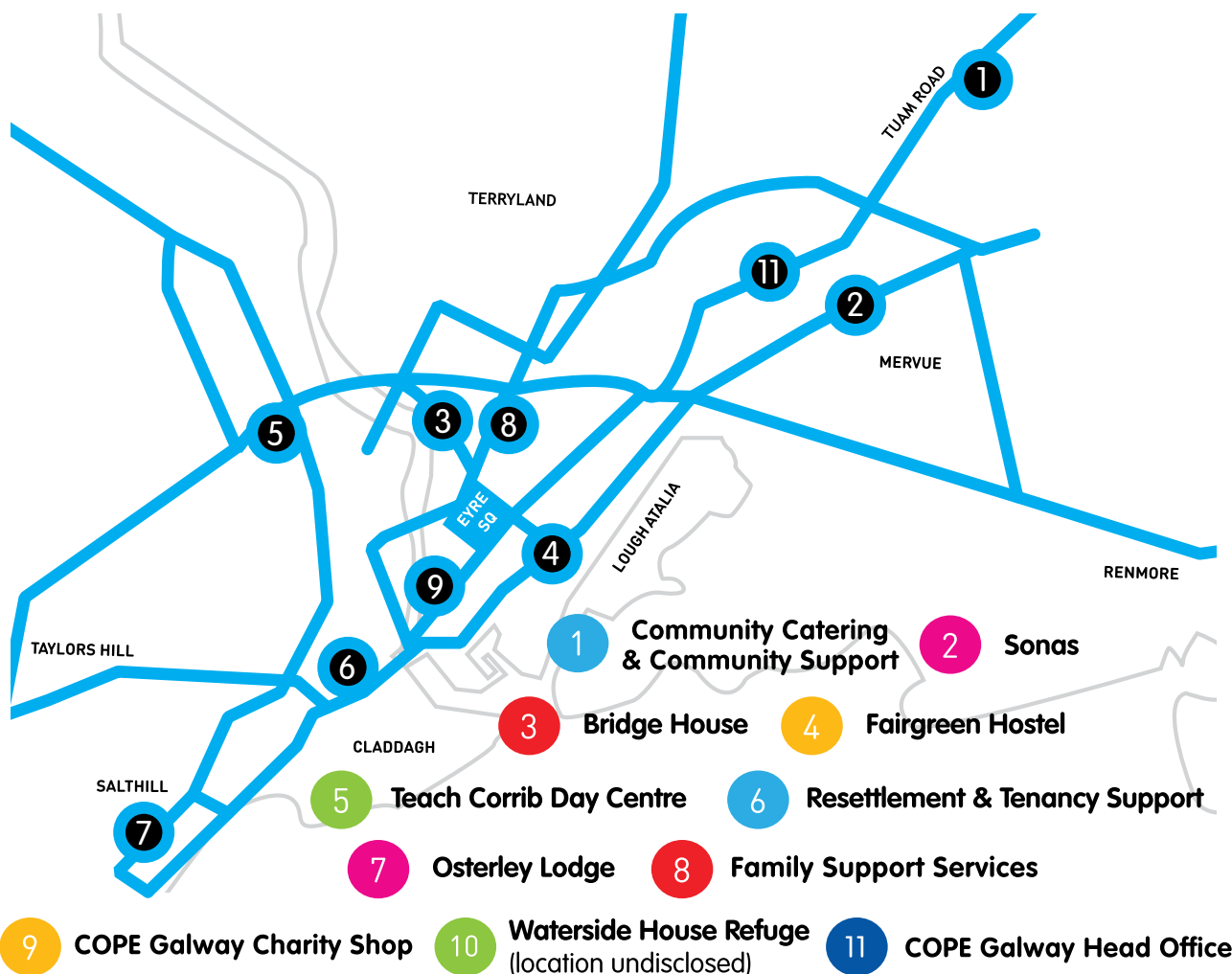
Fr Joseph Roche



Dr. Connie Healy

We would like to thank all those members of the Board of Management who progressed the interests of COPE Galway during 2017. The Board are volunteers who give of their time and expertise freely to help COPE Galway to set out and achieve our mission.

COPE Galway's SERVICES



COPE GALWAY SERVICE CENTRE LOCATIONS

- 1** Community Catering. **Location:** Unit 5, Ballybane Industrial Estate. **Contact:** communitycatering@copegalway.ie **Tel:** (091) 700 800
Community Support Service. **Contact:** njennings@copegalway.ie **Tel:** 086 023 7022 & ehough@copegalway.ie **Tel:** 085 876 7785
- 2** Sonas Day Centre. **Location:** 1-3 Walter Macken Flats, Mervue. **Contact:** sonas@copegalway.ie **Tel:** (091) 753 402
- 3** Bridge House. **Location:** Dyke Road, just past the bridge. **Contact:** bigoe@copegalway.ie **Tel:** (091) 730 969
- 4** Fairgreen Hostel. **Location:** Fairgreen, beside train/bus station. **Contact:** fairgreen@copegalway.ie **Tel:** (091) 568 818
- 5** Teach Corrib Day Centre. **Location:** Seamus Quirke Road, Newcastle. Adjacent to Enable Ireland. **Contact:** daycentre@copegalway.ie **Tel:** (091) 525259
- 6** Resettlement & Tenancy Support Services. **Location:** 12a Ruxton Court, Dominick Street Lower. **Contact:** mfeeney@copegalway.ie **Tel:** (091) 533 959
- 7** Osterley Lodge. **Location:** 140 Lower Salthill. **Contact:** osterley@copegalway.ie **Tel:** (091) 521 301
- 8** Family Support Services. **Location:** 122, Bohermore. **Contact:** familieessupport@copegalway.ie **Tel:** (091) 527571
- 9** COPE Galway Shop. **Location:** St Augustine Street. **Contact:** acurragh@copegalway.ie **Tel:** (091) 569 715
- 10** Waterside House Refuge. **Location:** undisclosed. **Contact:** waterside@copegalway.ie **Tel:** 565 985
- 11** COPE Galway Head Office. **Location:** Calbro House, Tuam Road. **Contact:** info@copegalway.ie **Tel:** (091) 778 750

In CONCLUSION



2017 has been a very challenging year across COPE Galway, mainly as a result of the Housing and Homeless Crisis. The shortage of accommodation affects people across all our service areas. Of most concern, however, is the long term effect of not having a secure home for children.

Family homelessness has been growing at a truly alarming rate. Over the past 4 years there has been an 80% increase in the number of families we have worked with presenting as homeless or at risk of homelessness (up from 134 in 2014 to 242 in 2017). Most of those families in 2017 required accommodation in emergency facilities including Hotels and B&Bs.

Also, families experiencing domestic abuse have very limited housing options to move from a violent home, and so children are often exposed to the effects of domestic abuse over a longer period of time as a direct consequence of the housing crisis.

Childhood deserves better, and as a society we need to make this a priority – so that all our children have at the very least a home that meets their needs.

We see how early childhood experiences are so important to lifelong outcomes, how the early environment literally becomes embedded in the brain and changes its architecture.

Andrew S. Garner

COPE Galway has called on Government to prioritise the building of additional social housing, and urgently address delays in delivering social housing already planned, in response to the growing numbers of families and individuals becoming homeless.

We in COPE Galway work on a daily basis, in partnership with clients and many statutory and community organisations, to bring about the best possible solutions, always working towards “an improved quality of life in a home of your own”.

Yet in the midst of a crisis there is progress – like the community housing we are bringing on stream for single people moving on from our emergency hostels, increasing access to child counselling, and a growing opportunity for us to alleviate food poverty via our range of food donation programmes.

Our Senior Support Service continues to actively promote Healthy and Independent Ageing at Home with the expansion of lunch clubs, and the exciting opportunity to develop an “Eat Well Live Well Age Well” social enterprise with thanks to the Social Innovation Fund Ireland.

Our Annual Report 2017 contains a wealth of information about the impact of our work, and the real stories of some of those people we have been privileged to join during a stage of their life’s journey.

I would like to thank all who were brave enough to share this journey with us, and I would especially like to thank all our employees and volunteers whose commitment, energy and sheer persistence can often make an amazing difference in a person’s life.

THANK YOU to everyone who makes our work possible.

And a special word of thanks to Colette Coughlan, our Editor-in-Chief in producing this Annual Report.



Jacquie Horan
CEO, COPE Galway

ADVOCACY

Advocates for social change across a range of issues at individual/local/national service & policy levels with submissions & dialogue around:

Improved access to **housing & accommodation**

Home maintenance issues

Collaborative Research

Access to **benefits & entitlements** including health

Pre **Budget** Submission - Build more Social Housing

- City Development Plan • National Drugs Strategy • Nutritional Assessment for Older People • Ireland 2040

COLLABORATION

We participate on the following forums to advocate at local/regional/national policy levels:

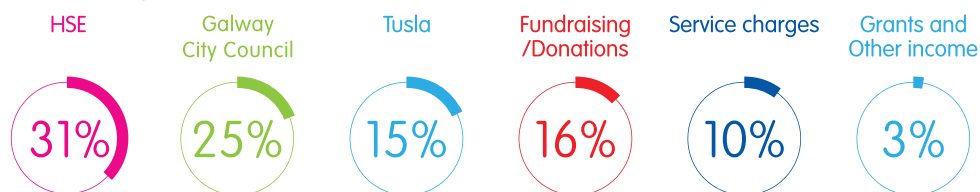
HOMELESSNESS DOMESTIC VIOLENCE

West Regional Homeless Forum	Galway City Homeless Forum	Housing and Social Inclusion Linkage group
	Community Knowledge Initiative (NUIG)	
Voluntary Homeless Services Galway	National quality standards advisory group for Homeless Services	Children and Young People's Services Committees (CYPSC)
Safetynet		National Coalition to End Youth Homelessness
Children's Consultative Committee (TUSLA)	Community Foundation Ireland	Safe Ireland
		Aftercare Steering Committee Galway (Tusla)
	Housing Linkage Group	Galway City Community Network
Galway City & County Councils	Galway Age Friendly Alliance & Implementation Group	

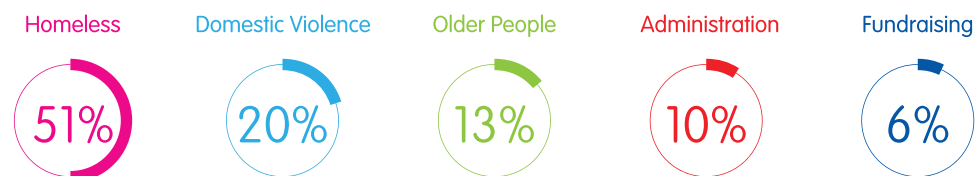
OLDER PEOPLE'S SERVICES

FINANCES

Where our money comes from



How our money is spent





COPE Galway
Let's help together

Improved quality of life in a home of your own

For people affected by Homelessness

Women & Children experiencing Domestic Abuse

and Older People

Local organisation providing local services

www.copegalway.ie

091 778 750 | info@copegalway.ie

REGISTERED OFFICE: CALBRO HOUSE, TUAM ROAD, GALWAY

COMPANY NUMBER: 248134 | CHY NUMBER: CHY 6339 | CRA NUMBER 20011314

