



People affected by
Homelessness



COPE Galway

Let's help together

Working to
improve quality
of life:



**Older
People**

**in need of nutritional
& social support**



**Women & Children
experiencing**

**Domestic
Abuse**

Annual Report 2019

OUR VISION

Improved quality of life, in a home of your own, for people affected by homelessness, women and children experiencing domestic abuse and for older people.

OUR MISSION

To contribute to quality of life in a home of your own by supporting home, promoting community and reducing isolation.

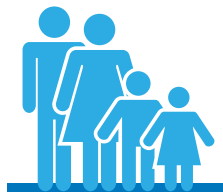
In 2019 COPE Galway supported:

1,622
people

HOMELESS SERVICE

Service accommodates those who are homeless; assists with finding & keeping long-term housing; prevents homelessness.

1,189 Adults 



187 Families

433 Children 

18 Couples 

868 Single People
(629 men, 239 women) 

638
women & their children

DOMESTIC ABUSE SERVICE


Service to break the cycle of domestic abuse; offer safety, guidance, support; help understand dynamics of abusive relationships; address structures in society which give rise to domestic abuse.

68 women, 79 children stayed in the refuge 

155  Play Therapy Sessions

855 Outreach Appointments 

197 Court Accompaniments

Assisted & supported **162 women** with their **267 children** whom we were unable to accommodate in the refuge on **192 occasions** due to capacity 

724
older people

SENIOR SUPPORT SERVICE

Service supports independent ageing at home; helps older people in community stay in their own home for as long as they wish to do so.

- Meals4Health
 - Meals on Wheels
 - Sonas Day Centre
 - Lunch Clubs
 - Community Support Project
 - Helping Hands at Home
- 

61,016 meals produced and delivered to

- People's Homes
- Lunch Clubs
- COPE Galway Services



WELCOME

TO OUR 2019 ANNUAL REPORT

In these pages, you will find many inspiring stories from the people we support through our homelessness, domestic abuse, and senior support services. This positive impact is only possible because of the hard work and dedication of our staff, volunteers and board, the generosity of our funders and donors, and the support of the Galway community. Together, we have achieved so much in 2019. We at COPE Galway are proud to work for and with this wonderful community and look forward to many more years of promoting quality of life for many of Galway's most vulnerable people.

Ar na leathanaigh seo, gheobhaidh tú scéalta spreagúla ó na daoine a dtugaimid tacaíocht dóibh trínár seirbhísí tacaíochta do dhaoine gan dídean, do dhaoine ar tugadh drochíde dóibh sa bhaile agus do sheanáirí. Tá an tionchar dearfach seo le feiceáil a bhuíoch le hobair chrua agus le dúthracht ár bhfoirne, ár n-oibríthe deonacha agus an bhoird, flaithiúlacht ár maoinitheoirí agus ár ndeontóirí, agus leis an tacaíocht ó phobal na Gaillimhe. I gcomhar lena chéile, tá an t-uafás bainte amach againn in 2019. Tá bród orainn ag COPE Gaillimh bheith ag obair ar son an phobail iontaigh seo, agus táimid ag núth go mór le blianta fada eile bheith ag cur caighdeán na beatha chun cinn do mhórán de na daoine is leochaillí i bpobal na Gaillimhe.

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A Message from our Chairman

Welcome to our Annual Report for 2019.



In 2019, COPE Galway continued to work towards its ultimate vision: Improved quality of life, in a home of their own, for people affected by homelessness, women and children experiencing domestic abuse, and older people. We did this amid an historic housing crisis, which has placed unprecedented demand on our services. Now, in 2020, we face a whole new challenge due to COVID-19 and the impact that it is already having on funding and services.

These have undoubtedly been challenging times for our organisation and for our community. However, COPE Galway has and will continue to overcome these challenges, thanks to the hard work and commitment of our staff, board of directors and volunteers and the generosity of our funders, donors and supporters who strive every day to make Galway a safe and just place for many of our most vulnerable people.

A shortage of housing continued to define much of our work in the last year. As such, there has been an emphasis on acquisition of housing. We have worked with Galway City Council to establish a Family Hub, which opened in May 2019 and can house up to ten families at a time, and to acquire housing options for the increasing number of single people who need our support. Despite the best efforts of both COPE Galway and the Local Authorities, we have yet to see an end to families and single people living long term in hotels and bed & breakfasts. Therefore, our work to effect policy change and drive forward a "fit for purpose" housing model for Galway remains vital and will continue to be a priority in the coming year.

The housing crisis also impacts heavily on our domestic abuse service, with many women and children facing a lack of options for independent living after availing of our support. The move to our new domestic abuse facility, Modh Eile House, (in May 2020) with its increased capacity, has therefore been a welcome development, along with increased

funding from Tusla for the delivery of outreach services across the city and county and the expansion of our children's support programme. The importance of our domestic abuse service for Galway city and county cannot be overstated, with 638 women receiving support in 2019 alone.

Our senior support service continues to offer essential supports to the older members of our community through our meals on wheels service and Meals4Health social enterprise, our lunch and social clubs, our Helping Hands volunteer programme, our day centre and our community support programme. These services allow hundreds of people across our community to continue to live independently and contribute to making Galway a great place in which to grow older.

Through all of this, I am proud to say that COPE Galway continues to uphold the best possible standards of governance and transparency. We have continued to work for and with our community, and to protect our most vulnerable. Now, perhaps more than ever before, we need the ongoing support of this community and, importantly, the State if we are to continue to deliver the vital supports and services that you will read about in these pages.

Our sincerest thanks to all of you — staff, volunteers, board of directors, funders, donors, and supporters — who make our work possible. In particular, we very much appreciate and depend on the involvement of volunteers across our services who bring added value in so many ways both in service delivery and community enhancement. The community of Galway, both at individual and public level, and across so many business and corporate partners, is vital to us in providing our responses.

We will continue to be here for Galway, and for those who need us most, and are grateful to be able to count on our community to be there for us and the thousands of people we support each year.

A handwritten signature in black ink that reads "Eamon Bradshaw". The signature is written in a cursive style.

EAMON BRADSHAW
Chairman

A Message from our Chief Executive Officer



In 2019, COPE Galway responded to the needs of 2,551 people in our community, a 20% increase on the previous year.

Our homeless service saw the biggest increase in demand, given the continuing housing crisis, with 1,622 men, women and children seeking support from COPE Galway's emergency accommodation facilities, day centre, family, and resettlement service.

Our domestic abuse service grew significantly in 2019, with the development of Modh Eile House as our new facility, and funding from Tusla to extend our outreach service across all of Galway city and county. Importantly, we were also able to expand and improve our supports for children and ensure that every child that is exposed to an abusive environment gets the specialised therapeutic support they need and deserve, and this thanks to a very generous philanthropic donation.

There is a consensus among older people in our community that they wish to be able to live independently and healthily in their own homes for as long as possible. COPE Galway contributed to making this possible for over 700 people in 2019 by providing vital nutritional, social, and practical supports through our senior support service.

Across all our services, advocacy is key. To us, this means helping the people who use our supports to find their own voice and access their rights and entitlements, but also ensuring that the voice of these vulnerable groups is heard and understood at policy level. We participate in several local and national alliances, task forces, subgroups, and fora to represent the needs of older people and those affected by homelessness and domestic abuse. We know that without meaningful change in how Government funds essential services like those we provide, we can never truly achieve our vision, and so we continue to strive for fairness for all those whom we represent.

You will read many incredible stories in these pages of people who have been positively impacted by our work over the last year. For many of these people, it took great bravery to reach out for support and even more bravery to share their stories here. For this, I am so grateful as without these stories, we could not communicate the real impact of our work: improving lives in our community. These stories and thousands more like them are made possible by our talented and passionate staff, volunteers and board, our funders, generous donors, and the support of our community.

Our work is often challenging and, in difficult times, whether that be a housing crisis or a pandemic, the challenge can seem insurmountable. However, we have a responsibility and a commitment to the people we serve and to our community who have supported us through thick and thin. This will inspire and motivate all of us at COPE Galway to continue to fulfil our mission. The response of COPE Galway and the Community and Voluntary Sector across Ireland during the COVID 19 pandemic has highlighted the importance of our role in maintaining essential social services for our most vulnerable. The Government's new five-year strategy "Sustainable, Inclusive, Communities", launched in 2019, is now critical to implement, particularly those actions relating to sustainable and core funding for the sector. The Stability Fund, recently launched by the Government for the sector, is a very welcome first step in this direction.

A huge thank you to everyone who has made our work possible in 2019. A particular thanks to Colette Coughlan for her work on this annual report and to everyone who shared their story to allow us to tell ours.

Mile buíochas

JACQUIE HORAN
Chief Executive Officer

COPE Galway Strategy 2013 – 2018: Working Together Towards Home and Community

COPE Galway’s strategy **Working together towards Home and Community 2013–2018** concluded during 2019, when we focused on developing a new strategy for the coming years (see page 9). We implemented our concluding strategy during recessionary years, and achieved significant accomplishments against the strategic objectives, in many instances increasing responses to meet growing needs.

In this section, we present a summary of significant achievements across our services according to the four pillars of the concluding strategy.



Thank you to everyone who helped us to deliver on our mission of Supporting Home, Promoting Community and Reducing Isolation.

Strategy 2013 – 2018

Delivering Outcomes

The most significant aspect of our strategy concerned the ongoing delivery and further development of services toward the achievement of outcomes that improve our clients' quality of life, in homes of their own. Strategic development included a refocusing of activity toward a Community Model of service, with increased emphasis on outreach, preventative and in-community support. The boxes in this section outline the service-related developments across our three main areas of focus. Throughout this report, you can read clients' stories demonstrating the impact of our work on their quality of life.

Homeless Service

- Provided emergency accommodation and supports for growing numbers of families experiencing homelessness (numbers up from 19 families in 2013 to 187 in 2019)
- Thirteen own-door emergency / transitional accommodation units in operation for families
- Family-Hub established in 2019 in conjunction with Galway City Council
- Secured Capital Assistance Funding (CAS) to purchase three housing units used to accommodate singles in shared settings; secured use of three other houses from Galway City Council for same purpose, accommodating 24 single people across all community houses
- Introduced life skills support programme for single people in communal housing
- Annual provision of Cold Weather Response
- Conducted regular street outreach to identify and signpost rough sleepers to services and supports
- Appointed new Head of Homeless Service
- Introduced new Quality Framework for Homeless Service

Domestic Abuse Service

- The development of the new domestic abuse service and refuge at Forster Street (ready for use in May 2020)
- Successfully tendered with Tusla in 2019 to deliver outreach service in Galway City and County (exclusive of South East Connemara)
- Expanded childcare responses and community childcare outreach with support from a Donor Advised Fund via The Ireland Funds
- Input on domestic abuse for health professionals and third level students
- Developed expertise on child-to-parent violence
- Parenting programmes and supports developed and delivered
- Delivered schools and colleges awareness-raising campaigns

Senior Support Service

- Nutritional, social and emotional supports offered across all service areas
- Increase in number and locations of lunch clubs over the life of the strategy (9 city and 4 county)
- Development of Food Cloud and FEAD* programme – hub for food distribution including food parcels to other charities. (*Fund for European Aid for the Most Deprived)
- Increase in one-to-one advocacy and support across three housing clusters for older people
- Development of Meals4Health Social Enterprise
- Developed new Helping Hands at Home pilot

Strategy 2013 – 2018

DEVELOPING OUR ORGANISATION

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

More detail in relevant sections throughout this report.

- Staff development - increase in staff morale/ engagement/ communications/ sense of value
- Volunteer development - achieved *Investing in Volunteers* quality standard (first in West of Ireland) and continued to support active volunteering
- Client involvement - development of new strategy to enhance client participation in association with *Practical Governance* consultancy

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, demonstrating 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.

More detail in Advocacy section of this report.

- Advocacy initiatives & submissions
- Continued to increase COPE Galway profile
- On-going calendar of publicity campaigns highlighting our work
- Communications strategy

DEVELOPING REVENUE

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

More detail in Fundraising and Retail section of this report.

- Charity Shop continued to increase net revenue for COPE Galway services
- Increased regular income through monthly donations
- Grew Business Sleep Out as our major annual corporate fundraising event
- Developed Meals4Health social enterprise



New Strategy 2020 – 2025

COPE Galway commenced the development of a new strategy during 2019, when we appointed an external consultant to assist with the process. A wide-ranging consultation process took place across all of COPE Galway (board, staff, volunteers, donors and other stakeholders) and externally across a range of organisations and state funders with whom we work in close partnership.

Our strategic goals will broadly relate to:

Responsiveness

Maintaining our capacity to deliver diverse, high-quality and effective services to the people we work with at their time of need.

Prevention, Education and Early Engagement

Creating long-term behavioural change by increasing our capacity to develop and deliver effective programmes that empower people to make decisions and choices that reduce risk and create positive new opportunities and prospects.

Quality

Maintaining and improving the quality of our services within recognised quality standards frameworks, and ensuring that our staff and volunteers are supported, trained and developed to deliver high-quality services.

Advocacy

Working in solidarity with individuals and families, advocating at local and national level for systemic change to challenge chronic cycles of disadvantage and advocating for greater empowerment of each person to determine decisions that affect their lives.

Impact

Making a difference to the lives and hopes of each person that we work with, and demonstrating this impact to secure support for ongoing progress.

Sustainable Funding Model

Due to uncertainties around sources of funding COPE Galway must plan its use of funds and resources to ensure the continuity and sustainability of the services it offers. This will include growing our overall funding model; specifically securing adequate additional State funding to cover the full basic cost of delivering services on behalf of the State; fundraising for projects designed to improve the quality of life for our target groups in Galway city and county; investing in social enterprise projects and other sources of revenue that can generate new income streams for COPE Galway, bearing in mind the new reality of the economic recession arising from the effects of COVID 19.

In 2020, given the pandemic affecting the entire world and the Community and Voluntary Sector, our strategic ambitions will now need to be re-assessed in light of changing needs and ways of delivering services, the state of the nation's fiscal situation, our ability to fundraise, and some new opportunities arising such as access to housing, etc. Taking this into account, we will finalise and launch our strategy in 2020.





HOMELESS SERVICE

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people

HOMELESS SERVICE

Service accommodates those who are homeless; assists with finding & keeping long-term housing; prevents homelessness.

1,189 Adults



433 Children



187 Families



18 Couples



868 Single People
(629 men, 239 women)

Meet Michael

“Sleeping in a tent was a big wake-up call.”



Michael had been sleeping in a tent for three weeks and was unaware of services available to him in Galway before he accessed COPE Galway's Homeless Service. Michael told us that his alcohol addiction is what led to this situation and that “sleeping in a tent was a big wake-up call.” The COPE Galway Day Centre referred Michael to the organisation's “Towards Independence Project” at Bridge House.

Over a six-month stay at Bridge House, Michael addressed his issues with alcohol with support from addiction services and remains sober for almost two years now. Michael maintains, “Being helped to quit the drink helped me get my self-respect back”.

During this time, Michael also volunteered with COPE Galway's Community Catering service for a four-month period. Of this experience, Michael said, “it helped to meet new people and gave me some structure back in my life and got me thinking about work again”.

Michael returned to education and completed QQI Level 4 and more recently QQI Level 5 Horticulture certificates. Michael says it was hard learning all the Latin names but that he really enjoyed it.

“Through the course, others got to see I was really a hard worker. This helped me a lot personally and gave me back a lot of self-respect.”

He has since returned to his own independent accommodation. Michael credits Bridge House with helping him prepare to move back into independent living and “learning to keep a home properly”. Michael is now working on a Community Employment scheme. He remains linked in with COPE Galway Resettlement support and meets his keyworker regularly.

RESPONDING TO HOMELESSNESS IN 2019

As the numbers of people homeless and living in emergency accommodation in Ireland exceeded 10,000 for the first time and remained stubbornly high throughout 2019, COPE Galway continued to play a vital role at a local level in Galway in responding to this crisis. The organisation was involved in accommodating and supporting 1,622 people over the course of the year, including 868 single people, and 187 families with 433 children. We continued to work closely with Galway City Council and Galway County Council and in cooperation with other voluntary sector agencies to explore different ways to acquire social housing, move-on housing and other accommodation options for our clients. The roll out of *Housing First* also commenced in 2019, with Galway Simon Community and COPE Galway awarded the contract for the tenancy support service aspect of this programme in Galway City.

There are many pathways into homelessness. Fundamentally, the cause of homelessness continues to be because of structural issues: unemployment, poverty, a shortage of good quality, affordable housing as well as crisis in people's lives; family breakdown; addictions and poor mental health.

The effects of homelessness can be devastating and the costs are high - to individuals, communities and systems of care. There are serious impacts on the health and well-being of individuals who are homeless often for prolonged periods in the absence of move-on accommodation. In 2019, our focus of care continued to adapt towards responding to the complex needs of the people we work with, and our staff continue to facilitate access to the best possible opportunities for people to improve their physical and mental health while in difficult situations.

COPE Galway Homeless Service has many elements and our work focus has evolved and adapted over recent years, while clients' needs emerge in different ways, particularly as they are unable to move into their own homes due to a chronic shortage of accommodation. Our aim is steadfast in ensuring the people we work with are treated with dignity and respect and that the impact of our work has a positive result on their lives during times of crisis.

Over the following pages, we aim to give you a flavour of this impact through examples and testimonials from individuals and families we worked with throughout 2019, volunteers and staff of the organisations and other partners who support and supplement our efforts.

One Service, One Support

COPE Galway's Homeless Service offers a range of emergency and ongoing supports for people at risk of, or who are experiencing, homelessness in Galway, including adult singles, couples and families. Our full list of homeless support service centres are outlined in the box below.

COPE GALWAY HOMELESS SERVICE

Emergency / Supported Temporary Accommodation

- Fairgreen Hostel - emergency accommodation for men
- Osterley Lodge - emergency accommodation for women
- Cold Weather Response - emergency accommodation for rough sleepers (winter months)
- Teach Corrib Day Centre - private emergency accommodation placement and support
- Family Support Service - emergency and transitional accommodation
- Corrib Haven - Family Hub

Independent Living and Transitional Accommodation

- Towards Independence Project (Bridge House)
- Transitional and community accommodation for singles

Prevention, Resettlement and Tenancy Support

- Teach Corrib Day Centre - drop in
- Family Support Services
- Resettlement and Tenancy Support Services

SPOTLIGHT

COPE Galway Corrib Haven Family Hub



In May 2019, COPE Galway commenced operation of a Family Hub at Corrib Haven in Newcastle, which provides Supported Temporary Accommodation (STA) for families who are homeless in Galway City. This 24/7 service has capacity to accommodate up to 10 families comprising up to 40 individuals including children, all year round.

Funded by Galway City Council (GCC), the Family Hub takes referrals from GCC Assessment and Placement Services and works in close cooperation with COPE Galway Family Support Service. Comprehensive assessment, support planning, exit strategy, key working and interagency case management of families, including families with complex or high support needs are all requirements of the service. The Family Hub has a range of policies and procedures in place to promote and maintain an inclusive, safe and secure service.

The Family Hub has shared kitchen and food storage facilities, along with common dining and sitting room, playground and communal activity spaces, computer access and Wi-Fi; telephone and laundry room. Staff also facilitate children's activities, which include science activities, cooking and games.



Meet The Fairgreen Cats



A homeless cat that took up residence at our Fairgreen Hostel has led to daily doses of humanity and empathy for the men there, according to the Fairgreen Hostel Manager.

Seven years ago, a stray cat arrived into our garden area at the back of the hostel. We ignored him for a few days thinking he was just staying for a while and moving on. We quickly discovered he was a she when we heard the cries of newborn kittens coming from the side of the building. We left a blanket out for her and some scraps of food, again assuming the stay was a temporary measure to have the kittens. As the days went by, the residents started to show more of an interest in her and began feeding her, making sure she had fresh water, food and warmth. Within weeks, the kittens were playing in the garden and the men were taking great pleasure from watching and playing with them. While staff found homes for the kittens, still the cat remained.

Today, we have five healthy homeless cats that have made their way to the Fairgreen, a mix of another litter of fully-grown kittens and other strays that came to us and never left.

It's wonderful to see the change these cats have made to the men staying with us. Those who don't like cats ignore them but the ones that do like them, the majority, show them care, concern, attention and affection. Through the kind help of the Galway Cat Rescue (GCR), we have the cats neutered and vaccinated. We purchase cat food for them but if the staff ever forget to buy any, the men do from their own money. If

one of the cats looks unwell, the men ask for a vet and we contact the GCR who come to check them out.

The men often show more concern for the welfare of the cats than they do for themselves. Over the years, we have seen the cats give reasons for people with depression to get out of bed, to make sure the cats are fed and okay. We have seen people who are unresponsive and withdrawn, open up and talk to staff about the cats. Men who have lost everything and everyone in their lives can give concern, affection and attention to these animals. These cats have shown the men the simple but powerful lesson of empathy and love.



The men took it upon themselves to build houses for the cats to make sure they are safe and warm. These houses range from a two-story cat apartment to several smaller houses around the garden.

The one drawback for the cats that live with us is that they are slightly obese and spoilt. That's what happens when 16 people are feeding and loving them every day.

PERSON-CENTRED APPROACH

SPOTLIGHT

Client Impact

Our Homeless Service Team is client-focused and works hard to ensure that the people we work with are treated with dignity and respect. While working with clients who often have complex needs can be challenging, we try to build trusting relationships and seek to have a positive impact on their lives so they can build a life out of homelessness. Below are some of the comments we received that illustrate this approach.

Before I came to Osterley Lodge I had been sofa-surfing for 18 months. I was nervous coming into Osterley Lodge, but soon became relieved and glad of the bed. I have been here 11 months and finding accommodation is near impossible. A good thing is that I feel in general happier in myself, settled and more confident. I used to be very shy and now I have made friends.

Osterley Lodge Client

I have been homeless for 2 years and 6 months. I spent 14 months in B&B and hotel accommodation; I was living with my young baby in one room, which was so difficult. Unfortunately, I decided to put my baby into temporary foster care, as I wanted her to have a home. Following this time, I have lived in the Cold Weather Response and in Osterley Lodge. In an ideal world I would be fully reunited with my baby and have a safe and secure home, be it private rented or a housing allocation.

Client at Osterley Lodge

COPE Galway has been a lifeline to me getting back on my feet and they have been there every step of the way. I am genuinely really grateful for everything you have done for me. I would never have secured [local authority tenancy] without the support of my keyworker. I can't put into words how much all of your help has meant to me! I will never forget you all.

Day Centre Client

I have seen clients entering the service who are so overwhelmed by the transition that what they need in that moment is someone to reassure them that everything is going to be ok. It is that friendly smile and warm welcome that is just needed on the dark January mornings when the world seems to be stacking against you. We are met with tears, anger, frustration and uncertainty on a daily basis, and the team is always there to listen, empathise, reassure, and redirect people onto the right path. Witnessing this, and speaking to clients, I can see that this support is beyond valuable, a connection to something secure.

New staff member, Resettlement Centre



Activities with Children and Families



Homework Support and Family Outings

In 2019, we secured funding to support the children of families in our service to attend extra-curricular activities and homework support in the evenings. Over 30 children began attending football, boxing, swimming and homework clubs, giving them an outlet from B&B and hotel rooms in the evenings and an opportunity to spend time being active. One teenage boy joined a boxing club and with the financial support offered, along with his hard work, commitment and determination, became junior Connacht Champion this year.

During 2019, we endeavoured to address an identified need of children in emergency accommodation who were unable to do their homework. Living in a bedroom, with perhaps only one table and chair, sharing with other siblings, often in a tense atmosphere, homework can suffer in a list of priorities. After a 6-week scoping trial revealed a strong need for homework support, we recruited a group of eight enthusiastic, committed volunteers to support the children's education and assigned a suitable space in the accommodation as the Homework Club.

The funding also allowed children and parents to engage in educational excursions. A family trip to Galway Atlantaquaria provided valuable bonding time for families, away from the stress of B&B living. One father, recognising that he was enjoying this time with his children, expressed his gratitude for this family time opportunity.

He told us the day out had reminded him that he procrastinates a lot when it comes to bringing his children out to enjoy themselves:

“Today has reminded me how important this is.”

The importance of Good Nutrition

A research study on Dietary Habits, Health and Wellbeing among the Homeless Population in Dublin* identified that a high percentage of families living in emergency accommodation are unable to provide healthy, nutritious food to their children or themselves. With little or no access to cooking facilities, many families purchase daily take-away and fast food, six to seven days a week, leading to a lack of nutrition, with an accompanying effect on general and mental health.

In 2019, in conjunction with our social enterprise Meals4Health, COPE Galway piloted a project to offer healthy, fresh and affordable meals to families in emergency accommodation to access every day. The aim of the pilot was to gather the relevant information, review any health benefits and identify an ongoing need for this in our services. With an initial four families availing of the service in 2019, rollout in 2020 looks promising for more families to access these nutritious meals.

* *Food Access and Nutritional Health among Families in Emergency Homeless Accommodation*; M. Share and M. Hennessy, 2017

THE IMPACT OF YOUR DONATIONS

SPOTLIGHT

Fairgreen Hostel

Fairgreen staff members have outlined some of the work we do with the Fairgreen Hostel residents, thanks to donations which help our clients directly.

Activities and Outings - A Grand Day Out

In 2019, on one of our outings, some of the men visited the Ailwee caves and the nearby falconry centre. None of the men on that particular trip had been to the caves or indeed to the Burren before and were very excited and interested in it. They were amazed by the natural beauty and history of the caves. At the falconry centre, we discovered that one of our clients, normally a very quiet and reserved person, had a huge interest and knowledge of all animals but particularly birds of prey. He amazed everyone, including the staff of the centre, with his extensive knowledge and love of these birds. He came back so proud of himself and with a newfound self-respect as he had impressed everyone with his wonderful knowledge.



This is just one example of the hidden benefits of bringing people outside of their normal hostel settings and us all discovering new things about each other.

It proves how vital it is to see beyond the labels we give ourselves and each other - this man was not just another homeless person, he is a man with a deep love of nature and an impressive intellect. Our group would never have known this about him until he had that particular opportunity to shine, because of the kind donations of people.

Healthy Competition



We were very kindly donated the money to buy a pool table a number of years ago and this has become a focal point of recreation at the hostel. Staff and clients have monthly tournaments, which give everyone the opportunity to forget their problems, have a laugh and even win small spot prizes. It develops healthy competitive spirits and builds bonds between the men. We encourage the shy ones to become involved, as there isn't any need to have conversations - just chat about the game, which brings them out of themselves in a safe and unthreatening way. It also helps the clients and staff develop healthy relationships, with all just enjoying themselves - while hopefully learning a bit of skill!

Improving Mind and Body

We use donations to help some of our men return to and indeed start an education. We have helped them buy new clothing bags, books, stationery etc. so they do not feel embarrassed. We also buy cinema tickets, theatre tickets and sports equipment to help them regain their health and fitness, which they neglected while in the midst of their addiction or on the streets.

Peer Support

We have a regular peer support group for some of our clients that have made the decision to go sober. With Galway being a small city, the men can feel very uncomfortable attending local addiction support groups for fear of being recognised, embarrassed, or feeling intimidated. We use funds from donations for them to go for coffees, using this time and space outside of the hostel to discuss their addictions, struggles with sobriety and share their own experiences. This helps them share their feelings and voices with their peers without fear of judgement. They are their own best professionals during these meetings and it has a hugely positive effect of boosting their morale and feeling one step closer to being part of society.

COLLABORATION

We at COPE Galway strongly believe that working collaboratively is key in providing effective support services. We partner with organisations and services across Galway to ensure our clients can access multi-disciplinary supports and enhance opportunities to build better lives for themselves.

SPOTLIGHT

Working in Partnership

Some of the people and community partners we work with have outlined their experiences below:

Keeping Clients Safe from Overdose: Drug Treatment Clinic, Mervue

Our staff work very closely with COPE Galway Homeless Service Staff, often on a daily basis. We believe that our combined “wrap around” service is very beneficial for our mutual clients and contributes greatly to their safety and wellbeing. Our clients receive opiate substitution treatment to reduce the harm caused by smoking or injecting heroin. The clients often have polysubstance misuse of other drugs, putting them at increased risk of (sometimes fatal) drug overdose.

If our clinic has concerns about the safety of a client, we can contact the staff at COPE Galway’s Fairgreen Hostel to check and see if the client is presenting well or if there is an improvement or deterioration in their drug use. It is very reassuring for us to have this information so we can try to help the client in the best possible way given their very complex lives.

In the last few years both our services have Naloxone available (administered to prevent fatal opioid overdoses) for clients who attend our services. With Fairgreen staff also trained in its administration, it has indeed been used to save lives in the Fairgreen.

We are grateful to the COPE Galway staff at Fairgreen Hostel for their ongoing commitment to the safety and wellbeing of those of our clients who are experiencing homelessness.

Orla O'Brien, Clinic Nurse, Drug Treatment Clinic, Mervue Health Centre, Mervue

Working with Others in the Community

We have been working closely with COPE Galway since the development of our team with an emphasis on enhancing collaborative working and communication between services in order to support our mutual clients. We look forward to the year ahead and hope to continue to build relationships and learn from each other.

Sli Nua, Community Mental Health Team for Homeless People

Over the past year Galway Simon Community staff in Abbey House have worked in conjunction with COPE Galway staff on a daily basis. The hard working, client centred approach demonstrated by all COPE Galway staff is essential in securing positive outcomes for our shared client group and further developing the cohesive working relationship between our organisations.

Service Manager, Galway Simon Community



NURTURING AND DEVELOPING FUTURE SKILLS

We are very proud of the passion, professionalism and skill of our staff, something we seek to develop and nurture, not just with new staff, but also with students when on placement with us.

SPOTLIGHT

Student Placements

COPE Galway provides Social Studies students with the opportunity to learn, practise and experience a real workplace environment under the professional supervision of experienced staff. Creating links at a local, regional and national level, it also offers a pathway to the organisation for identifying new recruits; students share up to date knowledge with staff and supervisors develop their professional skills in leading the assessment of the standards of proficiencies. Read the experiences of two students below that illustrate the value of these opportunities:

Wioleta Boron, Osterley Lodge: From Student to Employee.

As a student, I was very interested in helping people. I wanted to give back something to the community, to take an active role in helping those in need. I wanted to find out how one of the biggest social issues - homelessness and the lack of affordable housing in Ireland - is dealt with at a local level. I decided to complete my college



placement at COPE Galway, Osterley Lodge, which offers emergency accommodation and support to single women who are homeless. It was an excellent learning experience. I now know that the causes of homelessness are always complex, and often homeless women present with multiple needs. The team members and positive work environment motivated me to apply, successfully, for a position at Osterley Lodge and I have been part of the staff team there since June 2019. I am happy to continue my professional development in the homeless sector with COPE Galway.

Fairgreen Hostel Student Placement

I spent my fourth year 12-week student placement at the Fairgreen Hostel, which offers emergency accommodation and support to men who are homeless in Galway. After a nervous start, with the help of the staff's encouragement and support (I was never allowed to hide in the office!) I found my confidence over time. While I didn't know what to expect, the men turned out to be friendly, well-mannered and respectful to me. Many opened up about their lives and shared their experiences with me. I was also surprised at how much laughing and good craic there was between the men and the staff and by the extent the staff worked with the men to help them improve their own situations. The staff are so knowledgeable about so many things - social welfare, addictions, mental health, and housing. I was sad at leaving the placement because I enjoyed it so much. I had learnt so much respect for the men and the staff and I was so pleased at myself at how much I had grown, not just as a student but also as a person. I got to see all my learning in action and my education was much more valuable and real by being around staff that knew what they were doing and by the men who were so honest and generous in sharing their lives with me.

Poem from Osterley - Anonymous

Breakfast is served, with coffee and cake,
Counters and tables with room to make,
TV for sharing and games to play,
Staff to help you along with your day,
No need to shout just ask the way,

Everyone's voice has their own say
When dinner is out it's chat instead of drinks,
Friends we've made makes you stop and think
Thanks for the service the support and the help,
When you've been through it all you'll be glad when you're well.



LOOKING TOWARDS THE FUTURE

National Quality Standards Framework for Homeless Services

COPE Galway welcomed the publication of a National Quality Standards Framework (NQS) for Homeless Services in Ireland in April 2019. The Dublin Region Homeless Executive, on behalf of the Department of Housing Planning and Local Government, coordinated the development of comprehensive national quality standards for homeless services, having consulted extensively with service users and key stakeholders. These national standards inform service users as to what they can expect of services, and provides services with a framework for continuous quality improvement.

The objectives of the standards are to:

- Promote safe and effective service provision for people experiencing homelessness

- Help people move through homelessness and
- Establish consistency in how persons experiencing homelessness are responded to across the country

With high quality and professional services for our clients already our primary aim, we have developed internal quality monitoring and development structures in all of our homeless services. We have ensured that we are continuously improving - learning from best practice and from the views and experiences of our clients. During the year ahead, we will continue to work together with staff, clients and stakeholders in order to fully implement the NQS in 2020.

Housing First

The Housing First Model is a proven solution to homelessness for people who have been rough sleeping and/or long-term users of emergency hostels, with high needs around mental health and addiction. It provides homeless individuals with a stable, secure home of their own as quickly as possible along with personalised housing and health supports. These wrap-around services, available as long as needed, help people stay housed and support them in their recovery. Clients who meet certain criteria can avail of Housing First as an alternative to what is traditionally called The Staircase Model (image below).

Housing First commenced in Galway in late 2019 in partnership with Galway City Council and HSE Community Mental Health Team for Homeless People. COPE Galway and Galway Simon Community jointly provide The Tenancy Sustainment part of the Housing First Service. All parties to this new service have eagerly welcomed it, are excited to work together, learn from each other and most importantly, support our most vulnerable clients to maintain their forever homes. COPE Galway's and Galway Simon Community's joint Tenancy Sustainment team are now in place and we look forward to providing an update on this new programme in 2020.

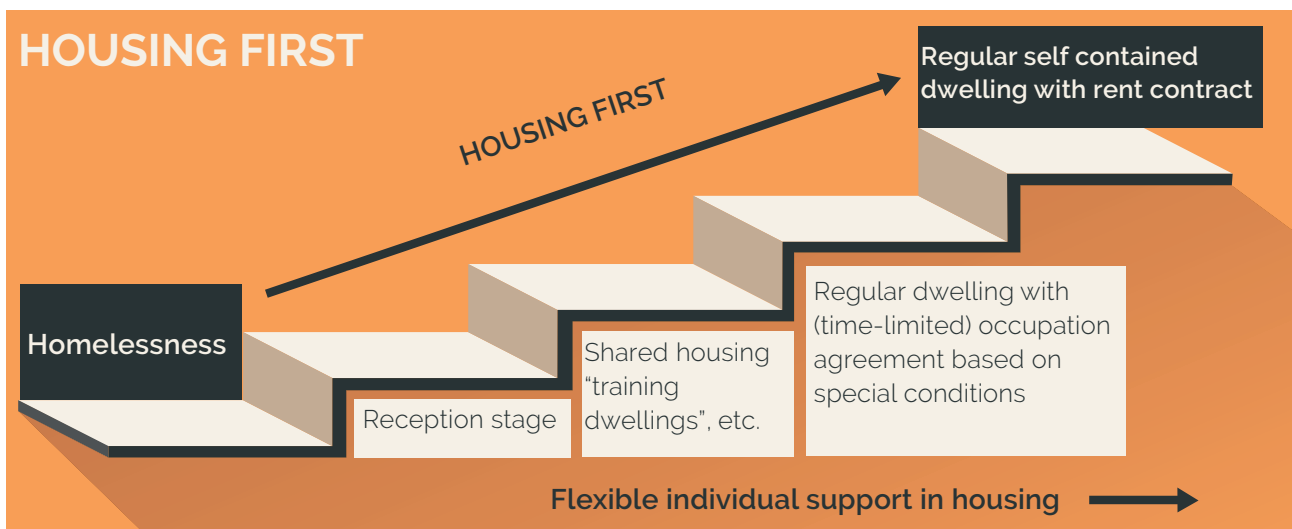


Image from www.housingfirsteurope.eu



DOMESTIC ABUSE SERVICE

In 2019 COPE Galway supported:

638

women & their children

DOMESTIC ABUSE SERVICE

Service to break the cycle of domestic abuse; offer safety, guidance, support; help understand dynamics of abusive relationships; address structures in society which give rise to domestic abuse.

68 women, 79 children
stayed in the refuge



855
Outreach
Appointments



155
Play Therapy
Sessions



197 Court Accompaniments

Assisted and supported 162 women with their 267 children whom we were unable to accommodate in the refuge on 192 occasions due to capacity



THE LESS VISIBLE VICTIM



Meet Darragh*



We stayed in the refuge for a while. When I was younger, I used to feel scared if we left home, you know, all my familiar surroundings and all. The refuge wasn't too bad, we did have some fun during the day but it was the night time when I felt sad and upset. I missed home and the dog and all my friends in my old school. Eventually my dad would contact my mother and work his charm on her and we would go home.

It was ok for a few days, things were happy but eventually it would all start to creep in – the questioning, the control over mum, over us and then the friendly banter with me.

I was probably 12 when I noticed it first. Initially I liked the fact that I was being noticed and I did enjoy our times together. We used to do things together, me and Dad, - even though I didn't understand where he was coming from most of the time when he would say that mum was stupid and that the only way to keep her home was to keep her on a short leash.

One day, when I was about 15, I arrived home from school and heard a big argument coming from my house before I got in the door.

I hadn't a clue what was going on but the next thing I knew dad was saying "oh, here's the future man of the house and he deserves his dinner ready for him when he gets in from school, isn't that right son, tell your mam what you think of her". I froze and didn't know what to say. I could see my mam cowering and looking so upset and my dad getting angrier, shouting, "tell her, tell her you bastard". The next thing, I felt a sharp pain to the side of my head and my mother's face had a grey colour and a look of fear and sadness all in one.

That was the last time he laid a finger on any of us. He tried after that to see us by going to court and got access visits - we went once or twice but I just felt so sad and angry. I couldn't get the feeling of humiliation or anger out of my mind for a long time.

When we moved away I felt angry with my mam - why did she have to argue back, did she not know that he would just get angrier, she of all people? Did she not care about how we felt? Why did we stay all those years? She was the adult, she should have known. I had to give up everything, my home, and my friends and start all over again. Maybe dad was right about her.

COPE Galway works with teenagers like Darragh, offering boys and girls one-to-one or group work sessions and helping them to find a safe space to think, to breathe, to be.

* Name has been changed.

WORKING WITH TEENAGE BOYS

Ciara Tyrrell, Children's Service Co-Ordinator at COPE Galway Domestic Abuse Service, gives us an insight to the experience of teenage boys – often the invisible victims of domestic abuse.

We work with women who experience intimate partner abuse. Very often, we meet women who have children who also need to be protected – and that is also a part of what we do. For teenage boys, their journey, their experience is unique.

Teenage boys are the men of the future – they struggle greatly with working out the kind of man they want to be when caught in an abusive dynamic. They are conflicted in their feelings toward both parents – at a time of life when they are already likely to be struggling with their identity.

Feeling upset and confused in a domestic abuse situation can be difficult to manage emotionally. It can be hard for a teenage boy to talk to others about it as they may feel embarrassed, ashamed or angry about what is going on at home. This can all get very heated when coupled with usual teenage life and development. There can be confusion with emotions and feelings – and towards whom to direct these feelings. School life can suffer. Or perhaps they see education as their saviour – they focus on excelling and moving far away from home.

A teenage boy can struggle with role models – he may not identify with the male role model he has grown up with or perhaps he has come to learn that, at times, the use of power and control can get you what you want.

Some teenage boys may feel that they should confront the abuser themselves to protect the family and the mother but this can be very dangerous for all.

Time away from the abusive person and time to seek support can bring comfort, space and clarity. For many teenage boys, feeling safe and not having to constantly live up to unrealistic expectations from an abusive man, brings relief and hope. It can be difficult to admit that your parent's partner, someone who you may have looked up to as a child growing up, can have such a negative influence or hold over your life and your family's lives.

Here at COPE Galway, we listen. We give time and space to each teenager to work out who they are, and more importantly, to choose what kind of adult they want to become.



COPE GALWAY DOMESTIC ABUSE SERVICE IN 2019

A New Chapter

2019 was the last full year that COPE Galway's Domestic Abuse Service spent in Waterside House, its home since 1981. This building served us well – quite literally, thousands of Galway women and children were welcomed into Waterside House at times of great personal crisis, danger and trauma. However, over the years as building standards changed, and improved facilities were rightly a requirement and expectation, the building was increasingly unfit for purpose and did not lend itself to being modernised. For the last ten years, COPE Galway set about identifying and creating a space that would accommodate the maximum number of women and children, in a safe and dignified manner, allowing and supporting families to re-build their lives, and to move on to a safer way of living.

2020 will open a fresh chapter in the story of our Domestic Abuse Service as we move into our new home, Modh Eile House. The service is a vital net in the web of social supports that COPE Galway provides for the citizens of Galway city and county. We have the comfort of knowing this service is there for us, although we also have the dread of ever needing to use it. Domestic abuse is an epidemic, a crime that one in five women in Ireland will fall victim to at some stage of their lives.

We know that there is no class, culture, colour, creed, career, qualification or postal code that is a deterrent against such abuse: every woman – women that each of us knows and loves – is vulnerable to it coming into her life.

Having this service for those who need it, is a vital part of our community fabric.

Serving the Galway Community

638 women used this service in 2019 – about 10% of these stayed in our refuge. We also serve many women who do not need refuge – supporting them as they reflect on how things are in their lives, consider changes they may want to make, and support them in making those changes.

In 2019, Tusla commissioned COPE Galway to provide outreach services throughout the county and city of Galway. This means that no matter where you are our Service can support you. We will work with our community partners in this endeavour, one to one with women, raising awareness, delivering training and building capacity in our bid to create safe communities where women and children are protected.

Caring for our Children

2019 also saw significant growth in our Children's Service – we know that a child is always impacted by abuse in the home, regardless of whether they are a direct victim, whether they see or hear anything – the fact that an abusive dynamic exists is enough to impact a child. Many factors determine the extent of this impact, including the age of the child, the family structure, other supports in the child's life and of course, the child's individuality. In 2019, we commenced a shift in our work with children, moving to a model of work whereby each child receives therapeutic-based support, tailored to their own needs. We expect this will result in far better outcomes for a child, who needs to learn to understand what is happening in their lives, to build resilience and coping skills and to learn how to stay safe in their family and home.

As we turn the page with our move to Modh Eile House, we are struck by the fact that this service is YOUR service – it belongs to the people of Galway. We see this in how generous people are – both business and general public – in their support of the project that has made Modh Eile House a reality. Together we will make Galway a place where our women and our children live safe lives – our community deserves no less.



SPOTLIGHT

What about Men?

Part of our work in COPE Galway Domestic Abuse Service is to raise awareness of the issue of violence against women. We are often asked – ‘what about the men, what are you doing for men, aren’t they also abused?’ Here, Jackie Carroll examines that question.

Service Origins – A Historical Context

COPE Galway Domestic Abuse Service was initially set up in the early eighties in response to a growing awareness of violence against women in the home. Back then, we were called Galway Social Services and Waterside House was locally known as the “battered wives home”. This language reflected the time: in those days, a woman’s position was very different to what it is now and while barring orders existed in law, they were rarely implemented. In effect, this service grew from recognition of the fact that women were more vulnerable to abuse, and that has not changed.

Domestic Abuse – An Issue of Gender?

The 2018 Domestic Violence Act has brought about many improvements protecting those who are abused in their own homes and very importantly recognises not only physical abuse but also coercive control as a criminal offence. It is not a gender-specific law, and its protections are open to both women and men.

Despite welcome advances in the law however, violence against women remains pervasive. The United Nations (UN) states, “*Violence against women and girls is one of the most widespread, persistent and devastating human rights violations in our world today*”. UN data suggests an average of 137 women across the world are killed by a partner or family member every day. Here in Ireland, since 1996, 230 women have died violently, 61% were killed in their own homes, and in the resolved cases, 56% of women were murdered by a partner or ex-partner. (Women’s Aid Femicide Watch 2019). The World Health Organisation (WHO) estimates that 1 in 3 women worldwide have experienced physical and/or sexual intimate partner violence in their lifetime.

The reality is that women are abused because they are women.

In his book, *Coercive Control* (2009), Dr Evan Stark describes how perpetrators regulate their victim’s lives by imposing on them very specific gender roles, attacking and controlling how they cook, clean and

shop, how they take care of the children and what they do in the bedroom. Last year we supported 638 women and their children with the majority reporting gender specific abuse.

So to get back to the question – What About the Men?

Violence against men does indeed occur and it is no more forgivable or acceptable. Research carried out by the National Crime Council in 2005 (*Domestic Abuse of Women and Men in Ireland*) found that 1 in 7 women and 1 in 16 men had experienced abuse of a physical, sexual or emotional nature from a partner at some time in their lives. The research also found that women were over twice as likely to have experienced severe physical abuse, seven times more likely to have experienced sexual abuse, three times more likely to have experienced severe emotional abuse and ten times more likely to require a stay in hospital following a serious assault.

More research on male victims of domestic abuse needs to be carried out in order to respond to their specific needs, which are often not the same as for female victims. Mark Coulter, who set up a helpline for male victims of domestic abuse in the UK, reported that men experience abuse in different ways to women. Coulter noted that men prefer to access helpline support than to meet one to one, that they mostly contact the helpline as a last resort and they mostly speak about relationship breakdown and do not identify domestic violence as an issue (Coulter, 2008).

So to answer the title question – the fact that this service exists for women reflects the reality of the experience of women. It in no way denies that men can be and are victims; it in no way negates the bad experiences that men may also be subjected to – it is not a zero-sum game. There is no place for violence and abuse within any of our relationships.

We would encourage men who are victims of abuse to reach out for support to those services best placed to meet their needs – www.mensaid.ie, Tel: 01 554 3811.

References:

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- <https://www.unwomen.org/en/what-we-do/ending-violence-against-women/facts-and-figures>
- <https://www.who.int/news-room/fact-sheets/detail/violence-against-women>
- <https://www.womensaid.ie/about/campaigns/femicide-in-ireland.html>
- Stark, E. *Coercive Control: How Men Entrap Women in Personal Life* (2009)
- Mark Coulter, COSC Conference “Stopping Domestic Violence: What Works?” (2008)
- National Crime Council report, *Domestic Abuse of Women and Men in Ireland*, (2005).

MODH EILE HOUSE: New Home of our Domestic Abuse Service

2019 was a year of great progress for Modh Eile House, the new home of COPE Galway's Domestic Abuse Service. Since 2014, when the Sisters of Mercy kindly donated their convent building on Forster Street in Galway City to us as the new home for the Domestic Abuse Service in Galway, a range of local professionals came on board to support and progress the redevelopment of the building and site. Some did this on a *probono* and voluntary basis throughout.

Simon J Kelly Architects headed up the design team for the project, oversaw the planning and procurement stages of the development and supervised the construction phase, which commenced in November 2018.

Carey Building Contractors, appointed to carry out construction and development works, then went on site and worked throughout 2019 to bring the development project to near completion by December 2019. The first quarter of 2020 saw the remaining construction completed. The fit out and furnishing of the refuge part of the building is complete, while that of the other elements of the service (outreach, children's service and communal areas) will take place later in 2020.

Modh Eile House received generous state, philanthropic and grant support as well as corporate and community donations during 2019 and our appeal to help raise the remainder of the funds needed will continue during 2020.

Modh Eile House Development, November 2018 – March 2020







SENIOR SUPPORT SERVICE

In 2019 COPE Galway supported:

724

older people

SENIOR SUPPORT SERVICE

Service supports independent ageing at home; helps older people in community stay in their own home for as long as they wish to do so.

- Meals4Health
- Meals on Wheels
- Sonas Day Centre
- Lunch Clubs
- Community Support Projects
- Helping Hands at Home



61,016

meals produced and delivered to

- People's Homes
- Lunch Clubs
- COPE Galway Services





Meet Sorcha and Michael

Helping Hands at Home

Post-graduate student Sorcha and American retiree Michael struck up a friendship through the *Helping Hands at Home* project, a new initiative from COPE Galway, which pairs older clients with volunteers, who visit them each week. Both Sorcha and Michael agree that spending time together has given them valuable insight into the other's life, generation, values and viewpoint.

“Michael is so smart, he teaches me a lot about history and politics. I never know what’s going to come up, and I love chatting with him,” Sorcha said.

She started volunteering with COPE Galway while applying for master’s degree programmes and says she was drawn to *Helping Hands at Home* because she would get to work with people one-on-one.

“I can share with her how things were back in the day and I can get a younger person’s viewpoint,” Michael said.

He said he finds it interesting to see how young people today go about starting their lives and careers. “I don’t envy the challenges young people face today,” he said, adding that he is glad to have gotten involved in the *Helping Hands at Home* project because, “If [Sorcha] is representative of her generation, we don’t have to despair.”

Sorcha visits Michael for a few hours every Friday. A typical visit entails a bit of help around the house, or a trip to the shop if Michael needs anything. The other key element? “Lots of chats,” Sorcha said.

Michael moved to Galway following his retirement ‘after I decided I would live wherever I wanted’. His parents were from Co. Galway and he had visited Ireland periodically throughout his life. Proud and hard-working, he said “I always thought I’d be able to handle myself when I got older. But everyone needs some help.”

For the past several months Michael has been in and out of the hospital and he says the ‘service-oriented’ help he receives from COPE Galway has improved his quality of life. In addition to the *Helping Hands at Home*, he also receives meals from the *Meals on Wheels* programme.

Michael said it makes a difference knowing that because volunteers provide the services, they have chosen to be there. “It’s not like she’s in the door and then leaving again,” Michael said of his weekly visits with Sorcha. Far from it, he said, he finds her “outstanding and helpful.”

“I’d really recommend giving [*Helping Hands at Home*] a go, you’ll get something out of it you didn’t expect,” Sorcha said. Since she has started volunteering with the service, she started a health care course because volunteering made her realise she enjoys that kind of work.

“It’s like making a friend,” Sorcha said of her work with Michael. “[*Helping Hands at Home*] is like gaining a friend you get to see every week.”

AGEING IS A PRIVILEGE



As a global society, there are more and more of us experiencing the privilege of ageing. By 2050, according to the World Health Organisation (WHO), 22% of our global population will be over 60. However, not all of us experience ageing in the same way, or in equal measures of health and wellbeing. Some 80 year olds may have the physical and mental capacities similar to 20 year olds, while others experience declines at much earlier ages. The determinants of healthy ageing are many and varied and relate to individuals and environments. Achieving equal access to healthy ageing also requires concerted global, national and local action. It is therefore timely that the World Health Organisation (WHO) has committed to concrete actions in their *10 Priorities for a Decade of Action on Healthy Ageing 2020 – 2030*.

Healthy Ageing Globally

The vision of the WHO *Strategy on Ageing and Health* is a world in which everyone can live a long and healthy life. Healthy Ageing, defined as the process of developing and maintaining the functional ability that enables wellbeing in older age, is relevant for everybody. Healthy Ageing will help build societies that are cohesive, peaceful, just, secure and sustainable. Older people present invaluable contributions to society in terms of wisdom and experience, along with practical supports like volunteering and child minding.

Sometimes the story of our ageing population is presented as one of costs, especially those related to

health issues. Yet the contributions older people make through taxation, consumer spending and other economically valuable activities are worth billions more than the expenditure on older people through pensions, welfare and health care combined.¹

Healthy Ageing Nationally

What do older people actually want in their later years? In Ireland today older people have expressed a desire for better supports to enable them to live longer, healthier and safer lives in their own homes and communities. *Sláintecare*, (the Government’s ten-year programme to transform our health and social care services) and the HSE have developed an Integrated Care Framework for Older Persons to work towards delivering this.²

Healthy Ageing Locally

COPE Galway plays a role in supporting *Sláintecare* in Galway city and county. Our range of services and supports are aimed at promoting each person’s individual capacity to live and age well in the community. We offer, for example, “live well” supports, which are broadly described as good nutrition, social activities, information, advice and opportunities for active community engagement. We also offer more focused 1-to-1 supports for older people who are experiencing vulnerabilities, often compounded because they do not have the support of family members or significant relationships to rely on, for various reasons.

1 WHO Fact file: Misconceptions on ageing and health, no. 3: “Only a small proportion of older people are care dependent.” Page 33
 2 Sláintecare/ HSE 10 step integrated care framework for older persons

NUTRITION AND HEALTHY AGEING

In 2019, knowing the vital role that excellent nutrition plays in maintaining good health and wellbeing, COPE Galway nourished over 600 people by preparing and delivering 61,016 meals through our Community Catering Meals on Wheels service and our new Meals4Health social enterprise. We reached people living with acute or chronic

illnesses or disability; carers and older people; offering alternatives to convenience and take away meals. As we age, our nutritional requirements can change and we may find it difficult to find food suited to our needs. There can be many reasons, from illness or recovery from surgery, to bereavement, and inability to shop.

SPOTLIGHT

Meals4Health



National Age Friendly Award

In November 2019 Meals4Health were delighted to win a National Age Friendly Award in the Business Innovation Category for best social enterprise. The award followed a 3-

hour visit by a National Age Friendly panel of judges to the Meals4Health professional kitchen, where the judges had an opportunity to see meals being prepared and dispatched and to hear about our unique approach to bringing fresh ready meals to those who need them.

Right: Ian Talbot, Chief Executive of Chambers Ireland presenting the National Age Friendly Award Business Innovation Category to Meals4Health founders Geraldine Ryan and Sharon Fitzpatrick.



Client Impact

Sheila, 81 years old, lives with her husband John, 82, in rural county Galway. Over the past year, Sheila's nutritional needs have changed because of illness and repeated hospital stays. Sheila has been losing weight for some time, her appetite is small and she struggles to maintain weight and muscle mass, putting her at greater risk of falling. Over time, John has become the main carer.

Their adult children live and work in Dublin and the UK and are anxious to provide support services for their parents. They wish to help them maintain as much independence as possible, reside independently in their own home and remain connected to their community.

Acknowledging that 'Dad' was a poor cook and a little over-weight due to his fondness of 'the pan', they found it difficult to obtain food suited to both parents' needs and were worried about them.

Through the community dietitian, they heard about Meals4Health. Together with the support of their sons, they now enjoy browsing menu choices through www.meals4health.ie to choose and order their favourite weekly menus.

Sheila's meals are fortified with additional calorific value to help support a healthy weight gain, while John enjoys a balanced diet from the wellness range. Sheila and John continue to enjoy being involved in activities in their local community fulfilling their wish to continue to live in their own home.



AGEING WELL IN OUR COMMUNITY



Community Lunch Clubs

The key to a good quality of life in old age, and other stages of life, are our social relationships and social ties. In 2019, we continued to support 13 community lunch clubs across Galway city (9) and county (4), bringing people together socially over good food and great company. It is also a way to keep people up to date with useful information.

The Oranmore Lunch Club is run by Active in Age. Some of the lunch club attendees and volunteers told us what the Lunch Club means to them:



“The Lunch Club is a great facility in Oranmore. It would have been very different back in 1944 when I was born as there was nothing like this for older people.”

“I was new to the area and introduced to Lily who told me about the Lunch Club. I have met so many new friends. As I am a wheelchair user, it’s great the building is so accessible and spacious.”

“It’s great to have something in the community for older people and I love reading my poetry to the group.”

Eileen Gormley, Resident Poet

Oranmore Men’s Shed Group:

“Company, friendship, good food and social interaction, great poetry.”

“The volunteers always have a lovely smile and a great welcome.”

“The food is so good it makes me sleep in the afternoon.”

“Only complaint is I can’t lick the plate.”

“Lots of people live alone – here they can meet up with each other, have the chat, learn about what’s going on in the community. There’s a real sense of camaraderie within this group. I enjoy volunteering- it gives me a sense of belonging. Everyone’s stories are so unique and interesting.”

Anne Marie, Lunch Club Volunteer

“Just to see their smiles warms my heart and makes it all worthwhile.”

Giselle Marrinan, Lunch Club Volunteer

Helping Hands at Home: One-to-One Support

Changing demographics mean family members do not always live close to their relatives nowadays, and some older people are feeling more isolated and often quite vulnerable. In 2019 we supported over 100 people with a range of practical one-to-one supports. We also set up a new Helping Hands at Home project (funded by the Community Foundation for Ireland) to match volunteers with older people needing help with light household chores, shopping and company. Sorcha and Michael's story at the beginning of this section gives a good flavour of the success of this project to date, with Charlie and his volunteer Enakshi, pictured right, illustrating the good friendships that have blossomed as a result.

Active Ageing

Being active and engaged is an important way for people to stay connected and well. In 2019, 123 older people (aged over 56) actively contributed to our work through meaningful volunteering opportunities. (This represents nearly 70% of our volunteers connected to our older people's services).

As you will read in the Volunteer Section of this report, there are many benefits to volunteering - new friendships, improved support networks, better structure to a day/week, learning and sharing skills, with the overall impact of a stronger sense of belonging, improved sense of self-worth, well-being and health, and creating nurturing communities.

Social activities also play a key role in maintaining physical and mental wellbeing. In 2019, we continued to offer a variety of ways to stay socially and physically active and engaged through offering exercise classes, arts & crafts, outings, knitting, shopping trips and more.

Positive Ageing

COPE Galway endeavours to challenge environmental systems, policies, services and attitudes to better support positive ageing.

Age-friendly environments promote health, remove barriers, and provide support for people experiencing different life stages. They ensure that older people age safely in a place that is right for them, where they are free from poverty, can continue to develop personally, and can contribute to their communities while retaining autonomy and health.

We support an environment that recognises and values all stages of ageing, showcases the contributions and achievements of older people, and promotes an intergenerational approach, benefiting all age cohorts in our communities.



Charlie and his volunteer Enakshi who visits him each week: 'I love having her call in for the chat, she's a lovely person. We have a laugh and get on very well together. She's such a help with the house too, it's going great'

Ageing Well in Galway

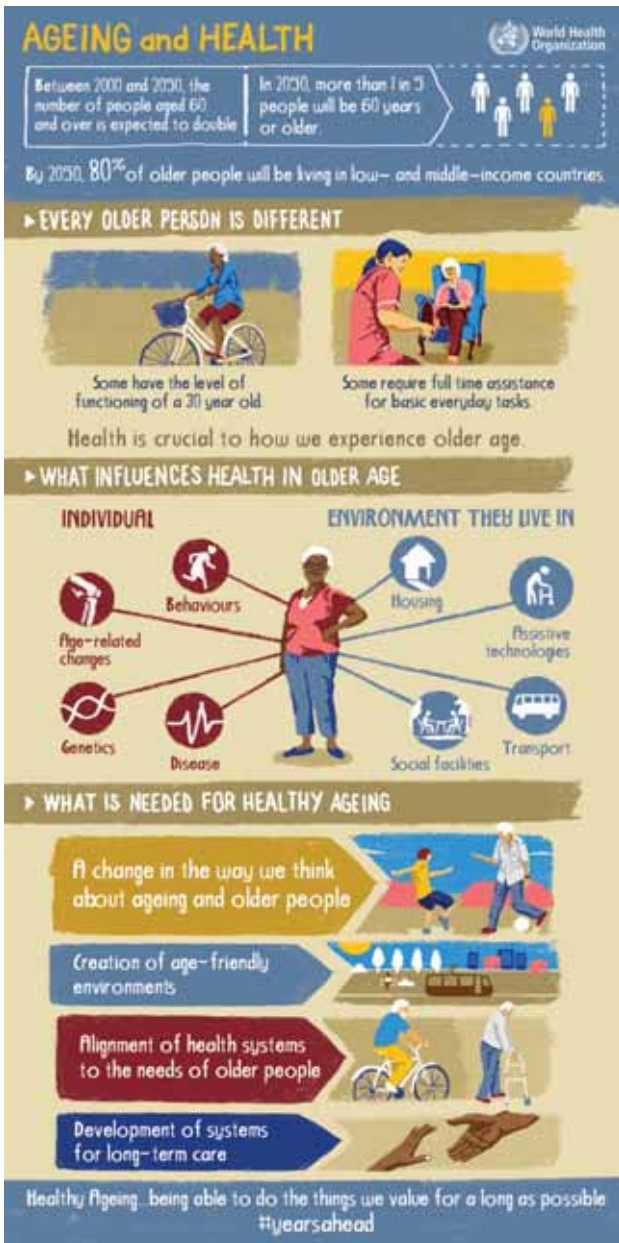
In 2019 we supported and advocated for Ageing Well in Galway in a number of proactive ways.

We provided information and signposting to services for volunteers working with older people in the community.

We participated in the Galway Age Friendly Alliance to deliver key actions identified by older people and those with an interest in promoting healthy ageing across the city and county.

We proactively linked in with Primary Care services to support their commitment in *Sláintecare* to an integrated care model for older people in Galway. We worked on collaborative possibilities in terms of supporting community-based healthcare professionals such as public health nurses; hospital discharge packages with a particular nutritional focus; supporting families; being a daily point of contact and safeguarding vulnerable adults in the community.

We provided a platform for older people for issues and decisions that affect them through information seminars, group support sessions and networking opportunities with volunteers and professionals which allowed us to gather, share and discuss information that has the potential to impact positively on quality of life.



Ageing Well in Galway Network event, organised by COPE Galway. It involved meeting others, prioritising issues, identifying actions and sharing information to support older people in Galway to continue living in their home with a good quality of life.

Given our ageing population profile, however, the national Housing Agency encourages us to consider how to best plan for a range of independent and supported housing models to suit a continuum of care requirements because, “Providing older people with suitable housing options, that facilitate independence and choice and the opportunity to maintain social contacts, is therefore good for the person themselves and good for society as a whole.”³

There is also a new cohort of middle-aged renters developing in Ireland. They represent the first generation who potentially face retirement without owning a home or having a significant pension, and who will be unable to afford the price of renting in the private market. Our planning needs to address this issue now in order to have a sufficient stock of supply through social housing provision.

While ageing presents both challenges and opportunities, and requires investment choices to be made, these investments can enable the many contributions of older people within their family, to their local community or to society more broadly.”⁴

Societies that adapt to this changing demographic and invest in healthy ageing can enable individuals to live longer and healthier lives and for societies to reap the dividends.

COPE Galway fully supports increased investment in healthy ageing in Galway and Ireland, and we thank everyone who works with us to play our part.

We advocated for long-term planning and thinking in our representations and submissions to ensure that our system is prepared and responsive to existing and developing needs of older people. Two specific examples relate to home-care and housing:

1. We advocated for the introduction of the Community Fair Deal Scheme as the stated Government policy ‘to support older people to live in their own home with dignity and independence for as long as possible’, which is in line with the preferred choice of the majority of older people.
2. Ireland also needs to plan for the housing needs of our older citizens in order to support community living. Our local authorities in Galway have been proactive in developing housing clusters for older people and COPE Galway currently offers supports for the residents.

³ Housing Options for Our Ageing Population Policy Statement, Page 3. Published 27 February 2019, by the Department of Health

⁴ WHO Ageing and Life Course introduction on website <https://www.who.int/ageing/en/>

Warning

by Jenny Joseph

When I am an old woman I shall wear purple,
With a red hat which doesn't go, and doesn't suit me.
And I shall spend my pension on brandy and summer gloves,
And satin sandals, and say we've no money for butter.
I shall sit down on the pavement when I'm tired,
And gobble up samples in shops and press alarm bells,
And run my stick along the public railings
And make up for the sobriety of my youth.
I shall go out in my slippers in the rain,
And pick flowers in other people's gardens,
And learn to spit.
You can wear terrible shirts and grow more fat,
And eat three pounds of sausages at a go,
Or only bread and pickle for a week,
And hoard pens and pencils and beer mats and things in boxes.
But now we must have clothes that keep us dry,
And pay our rent and not swear in the street,
And set a good example for the children.
We must have friends to dinner and read the papers.
but maybe I ought to practise a little now?
So people who know me are not too shocked and surprised,
When suddenly I am old, and start to wear purple.



Meet Lil



Every morning, the COPE Galway Community Catering kitchen is a hive of activity, preparing meals for older people across Galway city and parts of the county. Volunteer Lil is one of the Tuesday morning crew, a group she says has become like family.

"I enjoy all parts of the work, it's all equally important. From peeling vegetables to cooking to cleaning, everyone's of the same mind, with the same goals," Lil said, adding that no job was too small. On a typical Tuesday, she might arrive around 8.30am and spend the morning preparing food and separating ingredients. Before lunch, she'll give the kitchen a deep clean. "And it's thanks to the coordinators of the team who bring the spirit into the whole atmosphere." That 'atmosphere', Lil said, extends kindness and respect to all individuals. These values permeate everything from the work done in the kitchens, to the group dynamic amongst volunteers, to interactions with COPE Galway staff.

Lil is a former member of a religious order and worked in missions in Brazil and South Africa before moving home to Ireland to care for her mother who was unwell. Around that time, she started a psychotherapy course in Galway, which bolstered a lifelong interest in social and service work. Following her mother's death, Lil chose to leave religious life and wanted to continue care work. She found a job she loved at a hospital in Galway, where she worked until she reached retiring age.

Many retired volunteers value the routine and camaraderie they find in their roles at COPE Galway. For Lil, the impact was yet more profound. She credits volunteering for helping to 'lift' her out of a bout of depression after she retired. Depression, she said, has been a lifelong struggle but in a time of need, Lil said she was able to turn to COPE Galway staff for emotional support, which proved invaluable. "There's such interest in each person. [A staff member] just has such empathy. She was there for me in that moment in such a way that made me feel 'oh my goodness she's right here with me'. It was wonderful."

Lil says that for her, a simple yet active lifestyle is essential to her mental health.

"I like being involved and active, and I think that's true of most people who are retired. Volunteering satisfies that need," Lil said. "I love getting up on a Tuesday morning to come here. Whenever I get an opportunity to tell people about the work COPE Galway does, I do."

She likes knowing that the meals she prepares provide for people who might not be able to cook for themselves. Lil said that the meal service accommodates a variety of dietary needs and restrictions, such as coeliac disease. She also thinks the lunch clubs provide invaluable social connections for older people who may live alone. "It's a wonderful system that really flows," Lil said of the food preparation and delivery process that takes delicious meals to people who need them most.

What advice would Lil give to someone who might find themselves in a similar situation to her own? "Go to the Volunteer Galway centre and they'll put you in contact with the volunteering work you feel is right for you." When she first started volunteering with COPE Galway, she said she and fellow volunteers had a tour of the organisation's various services in and around Galway. The scope and variety of COPE Galway's services is something she wishes more people knew about, from Community Catering, to meal delivery services, to the new domestic abuse refuge, Modh Eile House.

"COPE Galway rang a bell with me, I felt like I would just love it," Lil said. "The atmosphere here is so beautiful and everyone is respected."

Lil is a wonderful example of how active volunteering supports healthy ageing. If you would like to volunteer with COPE Galway, please contact us on 091 778750.



ANNE KENNY REMEMBERED (1964 – 2020)

Manager of our Senior Support Service

Anne was a part of the fabric of COPE Galway for over 22 years. We are deeply saddened by her untimely passing on January 13th, 2020. We are privileged to have known her and to have worked with her. She was a truly valued colleague, and for many of us she became a dear and treasured friend.

Anne was dedicated, devoted and forever enthusiastic about making the services of COPE Galway accessible to everyone. Countless people have benefited from Anne's interventions, which greatly improved their quality of lives. We would like to honour her legacy in Galway - the city Anne called home for nearly half her life.

We extend our deepest sympathies to her husband Tiernan, her son James, her family from Dundalk, and her many, many friends and colleagues throughout the years.

Anne's Story with COPE Galway

Anne moved to Galway from Dundalk in 1997. That December, she began her career with COPE Galway as relief worker at our domestic abuse service in Waterside House. In 1998 she moved to our homeless service to work with families, and in 1999 she took on a role as an outreach worker in the community, supporting children and families experiencing homelessness. This developed into a coordinator role in 2001, which Anne managed until 2007. During this time (2001) Anne also took on a part-time role coordinating in-reach support to single women being accommodated in what is now COPE Galway's Osterley Lodge hostel in Salthill.

While working across all these roles Anne also offered her skills and expertise freely for the benefit of the organisation in a number of ways. She took up a role on our Board of Management as the first staff representative to which she proactively contributed for four years. She worked alongside an independent consultant to develop a quality assurance framework for COPE Galway. She gave internal briefings about housing and homeless policy across our teams, and she assisted in the reviewing of various research works being progressed in and for COPE Galway. Anne supported activities and events across the organisation, often assisting with or attending the Christmas morning swim and other fundraising events and



being the face and voice of COPE Galway when and wherever necessary. This included a now infamous photobombing opportunity (above) when our then Taoiseach Enda Kenny visited one of our services.

Education was a strong theme throughout Anne's life. Starting with a Diploma in Social Studies in 1984, she achieved various certificates, a degree and then a Masters in Family Support Studies in 2007. At that time Anne took a short break from COPE Galway to work as a PhD Fellow with the Child and Family Research Centre in NUI Galway under the leadership of Professor Pat Dolan.

She then returned to COPE Galway in January 2009 as Manager of our Senior Support Service – a position she held for a further 11 years.

Anne immersed herself in this role whole-heartedly and always with her singular focus – keeping the best interest of the older person at heart. Her ability to connect with people really shone through in her interactions with and her care for those she came in contact with and those for whom she developed services.

One lady, Alice, who Anne met through her work says,

“Anne was a really caring person. I remember when my partner died and she came round to visit me – I thought it was so kind, it meant a lot to me. You don't forget those things, they're massive when you're going through a hard time, you can't replace that. But that was Anne, she was a wonderful person”



Key Achievements

Under her leadership and with the expertise of her team, she supported the development and expansion of many services for older people living in Galway city and county.

Anne was very committed to our community support work service which reaches out to older people living in the community to help enhance their quality of life and enable them to continue living at home for as long as possible. Anne's work in this area over the years, together with her colleagues, saw supports grow and develop in a number of housing complexes for older people in Galway and the introduction and expansion of a model of lunch clubs of which there are now 13 in the city and county.

Anne's close colleague and friend Noelle describes Anne as someone “who loved people – she loved chatting and getting to know people. She had time for everyone – and if she didn't have time she made it. Anne was vibrant and full of life, she could talk to anybody about anything and she connected easily with people. As a colleague and manager Anne was a huge influence, she gave her experience and her practical approach to working with people so freely. Whatever challenge we faced as workers, we always knew that Anne was there to help us with a plan, nothing was ever too much trouble and she faced each challenge with energy, innovation and always with our clients at the centre. All of this was done with kindness, compassion and a good laugh – this is what I'll always remember about her.”



Anne always kept a community work approach (whereby the community knows best) at the heart of how she worked, supported by her team.

She supported the ongoing development of our Sonas Day Centre in Mervue, and was always available to offer advice, to try new ideas and to be there for the residents of the Walter Macken Flats.

Tina Cunningham worked with Anne for 8 years and says, “Anne was driven to ensure a good service was available for vulnerable older people and oversaw the implementation of practical supports and projects that are too many to mention. Anne was an amazing and gifted clear thinker and her ideas were inspirational. She used her astounding energy and drive to ensure that our work was meaningful and of value. Anne was dedicated, devoted and forever enthusiastic about making the services of COPE Galway accessible for everyone. Countless people have benefited and had the quality of their lives greatly improved by Anne's interventions. I will never forget the experience of working with Anne, I learned an abundance from her. Her impact will always live on in Sonas and she will be forever missed.”

Passion for the Best

Geraldine Ryan is the driving force behind our Community Catering Meals on Wheels Service, and together with Anne, they were passionate about driving forward the best meal service possible. Anne's role centred primarily on the client-facing elements of the service and especially ensuring that the volunteers, essential to its success, were well supported in their roles. She also focused on and advocated for the welfare of the clients receiving the meals.

Ger says of Anne "She led by example, always encouraging, optimistic, generous with praise and reward. A superb communicator, Anne's connection with people and her *joie de vivre* was contagious. We will keep that spirit shining through 'our community' as we continue the legacy of Anne's work."



In conjunction with the Galway Film Centre and ID films, Anne showcased the work done by COPE Galway's Community Catering Meals on Wheels team through interviews with the team, older people and volunteers, highlighting the impact of the amazing service that is Community Catering. John, one of her colleagues, says, "When I think about Anne I just think about her smile. She always had time for you."

Strong Relationships

One of Anne's real strengths was her ability to secure support for her work - often in the form of grants and philanthropic contributions. She developed relationships with The Ireland Funds, which funded COPE Galway's



community worker role, and the Community Foundation for Ireland who were also regular funders of our work through ongoing advocacy supports for older people. She also enlisted the support of her family and friends and regularly called on her husband, Tiernan, who willingly gave of his time and talents to support Anne in her work.

Anne was a great colleague and friend. She always had a real and genuine interest in the work and lives of her colleagues across the organisation. She was a confidante to many and was always trusted to be the soul of discretion. She was interested without being inquisitive. She had common ground with so many, largely due to having such a variety of interests herself. She would always put you right with a book. She loved literature, arts, theatre, TV and film. She was an avid GAA and soccer follower, most especially of Dundalk FC's exploits in the League of Ireland. She was always up to date on current affairs. And she had a wicked sense of humour!

Anne was a real leader, passionate about promoting good health and wellbeing, bringing people together, and ensuring that COPE Galway delivered the best possible service to older people in our community.

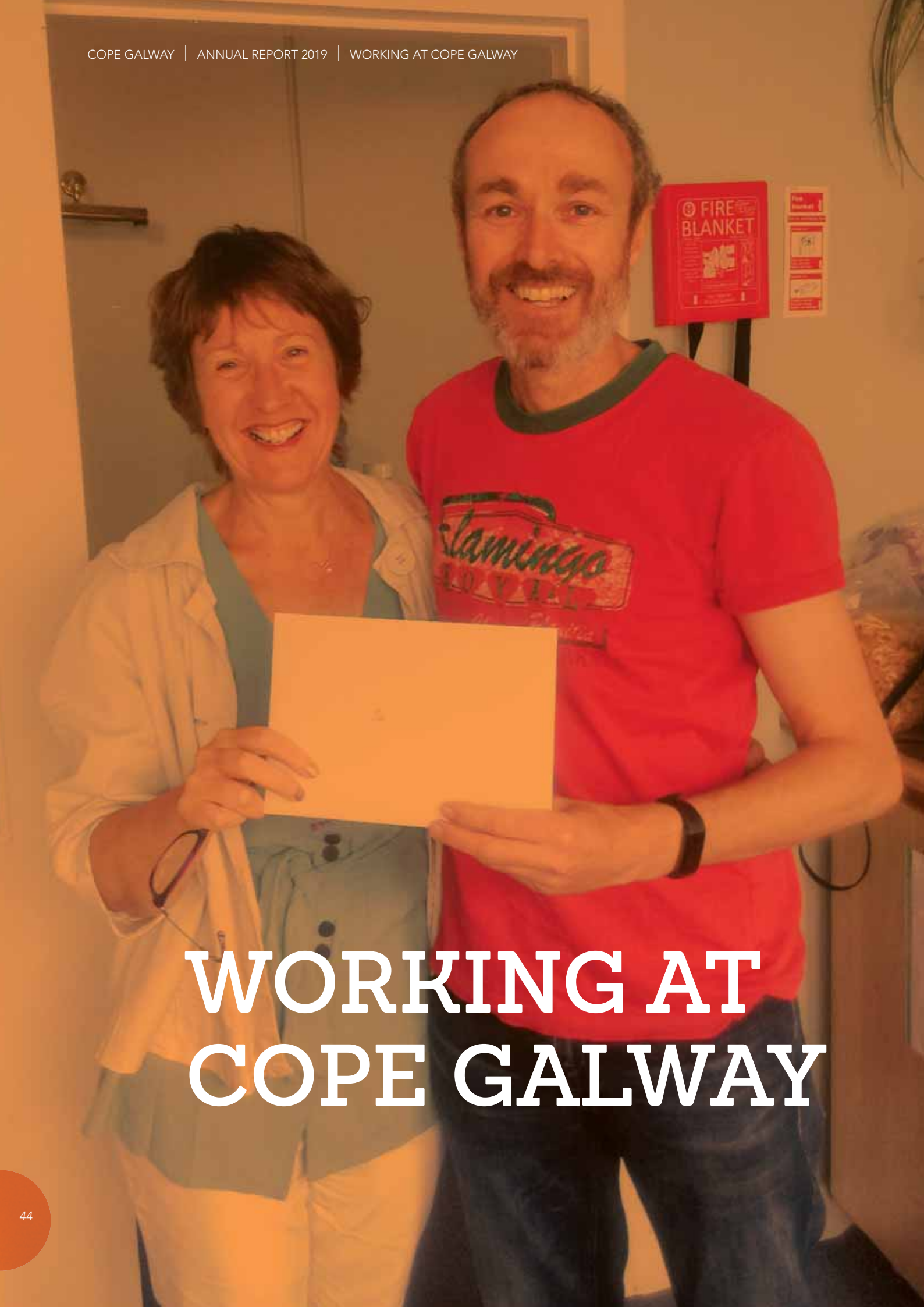
Above all else, Anne cared. She cared about clients, she cared about her colleagues, and she cared about COPE Galway. Overall, she cared about people. She gave so much of herself to us and she will never be forgotten.

May her beautiful soul be at peace. Ar dheis Dé go raibh an hanam dílis.



A memorial booklet of Anne is available on request.





WORKING AT COPE GALWAY

OUR PEOPLE

There are over 140 professional, passionate and dedicated staff within COPE Galway, with a wide range of different skills, experience and backgrounds, who provide the best possible care and service for our clients. Given the range of essential social services we provide in Galway city and county, our staff teams are our greatest asset, and we appreciate and acknowledge each staff member's commitment and dedication.



Eileen Jennings (front right) celebrating 20 years of service with her wonderful team colleagues.

Training and Development

Progression and advancement of staff is an ongoing priority for us. As well as delivering on a wide range of training necessary to maintain safety and develop skills, we are also focusing on assisting staff in their professional development. Our new strategy will focus on personal development plans, mentorship and peer-to-peer learning programs and creating centres of excellence for staff development.

Employee Wellbeing

We are mindful of maintaining our employees' wellbeing and endeavour to support them in balancing the challenges that they face in their work or personal life. Our Wellness Strategy looks to various aspects of maintaining wellbeing, such as offering mindfulness training by one of our own staff members, Jackie Carroll. Ensuring that staff are well-informed and supported in aspects of wellness allows them to, in turn, make a positive difference in our community and with our clients.

Years of Service

We are fortunate to have a number of staff celebrating many years of service with the organisation. We meet some of these staff members over the next pages and take this opportunity to thank all staff celebrating long service with the organisation for their continued service, for being mentors and coaches to their peers and for all they do for our clients.



SPOTLIGHT

Our Team

The following key workers share an insight into their busy roles here at COPE Galway. They tell us about their role; their journey there, the challenges they face and the impact their work has on the people they work with.

Carol Burke - 5 years working with COPE Galway Homeless Service



I started working at COPE Galway in December 2014 as an accommodation intern in Osterley Lodge. After nine months, I took on a role as a relief residential hostel worker there and as a relief project worker at the Day Centre. In June 2018 I began to work as a full-time project worker at COPE Galway Day Centre and I am now also part of the outreach team that engages with rough sleepers weekly.

Working for COPE Galway is definitely interesting - you never know in the morning what each day will bring. There is a great relationship among staff; we all support each other, which is crucial when working in this area.

I would say the greatest current challenge is how busy the service has become, with more and more people looking for support around homelessness.

The greatest impact I have seen in my work is when we support and advocate for service users, then see them moving into their own accommodation.

Noelle Jennings - 10 years working with COPE Galway Senior Support Service

I started work in our Older People's Service just after I completed an MA in Community Development. My first role was as Community Support Worker, working directly with older people who live alone - providing information and advocacy, promoting community



links and reducing isolation. In 2015, I began working on developing lunch clubs across the city and county. Lunch clubs bring older people together in their local communities, increase opportunities for social contact with neighbours and friends and help create new friendships and experiences. We currently support 13 Galway lunch clubs and communities. In 2019, I took up a new role as coordinator of the Helping Hands at Home Programme, which links older people in the community with volunteer support to help them remain living at home independently.

Working for COPE Galway is a challenging but rewarding experience. As an organisation working to support some of the most vulnerable people in Galway, we are always trying to improve and develop our services, and are dedicated to doing all that we can to help. The greatest challenge we see is more and more older people who are struggling without family support.

Our programmes and projects focus on improving social supports for older people. Development of relationships is crucial to healthy ageing, whether one-to-one through our Community Support Project and Helping Hands at Home Programme, or community-wide through the lunch club model.

Dara Cunningham – New staff member working with Cold Weather Response (CWR)



I wanted to offer my own experiences and expertise to a role but also learn from our clients and the organisation and further my knowledge on the subject. As project worker for the Cold Weather Response, I was drawn to working with the varying complex needs of the most marginalised individuals: rough sleepers.

I find working for COPE Galway very rewarding. I feel the organisation’s ethos echoes down from the CEO to front line managers. Seeing a charitable organisation stand by their core beliefs, with clients at the heart of every decision, is very important for me personally. I feel supported by all levels of management; included in all decision-making processes; and no opportunity is missed to learn and further one’s ability to address complex situations.

Working on the front line of an issue like homelessness will always have challenges. As social care workers, we are trained to work with individuals presenting with a range of issues, from mental health to addiction, domestic violence to family breakdowns and often a combination of several complex needs. That said however, the greatest challenge I find is the vast increase in the numbers of individuals trying to access the services and the decreasing numbers of exit plans out of homeless services available to our clients.

Complex client needs often means that the Cold Weather Response is the first point of entry into the services for a large number of individuals. For me, witnessing first-hand the beginning of someone’s journey out of homelessness and into a home of their own is the greatest impact of my role. Also, knowing that on a nightly basis a minimum of twenty one people have a safe warm place to rest their heads rather than sleeping on our city’s streets is huge.

I joined COPE Galway because of their reputation as a leading homeless service provider. As a local Galway man, I have witnessed, as most have, the rising numbers of those affected by the housing crisis and I felt drawn to work with an organisation on the front line of the issue.



COPE Galway Domestic Abuse Service celebrates a team member’s 20 years of service.

VOLUNTEERING AT COPE GALWAY

**Volunteer
Programme
2019**

Over **200** volunteers

volunteering **20,000** hours

in over **25** volunteer roles



Meet Martin

For some COPE Galway volunteers, one role within the organisation quickly leads to another. Take Martin, who first started volunteering two years ago. Semi-retired and working for himself, he “saw an ad in the paper and decided to pop in.” His first time volunteering, he lent a hand at the lunch club in Salthill around Christmas time.

“That time, they were looking for a volunteer to drive the minibus*. I said I’ll try that, and I’ve been here since.”

Each Wednesday, he drives seven older clients from their place of residence to the local supermarket to do their shopping. On Thursdays, he drives lunch club attendees to St James GAA Hall in Mervue and after lunch, he can also be found in the kitchen doing the washing up.

“It was one day a week for a while then it went to two days,” Martin said. “Now, whatever else I have to do, I always keep Wednesday and Thursday free.”

In addition to his biweekly volunteer commitments, at the beginning of every month Martin picks up and sorts food deliveries for other COPE Galway services.

As Martin was interviewed about his volunteer roles with COPE Galway, clients joked that they would soon see him in the newspaper again... A lifelong runner, Martin was recently photographed for placing first in the over-70 category for the National Masters Cross Country Championships. For someone with twelve marathons under his belt, a jaunt to the supermarket might sound like no distance at all, but the weekly trips are a valuable service for older clients.

“He’s lovely and good humoured,” said one woman who avails of the Wednesday morning shopping outing every

week. “And he always brings the shopping upstairs for us. And he’ll make sure you wear your seatbelt, he’s strict about that.”

The minibus gives clients an opportunity to maintain their weekly routines and shop independently. One client said it is important to her that she cooks for herself, but without the outings she would not be able to make her own choices. The accessibility of the service makes it easier and more comfortable to leave the house.

Even if they are not out for the big shop, some clients take advantage of the Wednesday morning outing to catch up with friends over tea or coffee while the rest of the group fills their trolleys.

When the group finishes with their Wednesday shopping, Martin helps them with their bags, and then assists those who need help taking their seats.

“You can see it makes a difference and they really appreciate it. If [the minibus] weren’t here, it’d be a bad state. They’d have to get a bus down here, then make their way home with seven or eight bags.”

From the moment they are picked up at the door to Martin’s help bringing heavy bags upstairs, the weekly shopping outing is an example of the kind of straightforward, useful service that makes a world of difference to older clients who want to maintain their independence.

**Many thanks to Medtronic Galway for the bus!*

VOLUNTEERING AT COPE GALWAY

COPE Galway has a team of over 200 volunteers in permanent roles representing the diversity of our community. We embrace volunteers from all backgrounds and ages. Our Volunteers make a vital contribution to COPE Galway in so many ways, supporting us in our work by carrying out an incredible range of activities.

However, volunteering is a two-way process. COPE Galway's volunteer programme allows people to connect to their community; helps increase levels of happiness; provides an opportunity for volunteers to build on their skills and employability; and improves mental and physical health for all.

Recognising our Volunteers

Every year, we recognise the importance of our volunteers' work in a number of ways. It is very important to us to recognise their hard and invaluable work. Without their time, expertise and commitment, we could not continue to provide our range of supports across all our services around Galway.

Mayor's Awards

In 2019, one of our volunteers and one of our corporate volunteer partners were nominated for the annual Mayor's Awards:

- Mary Hunt, a dedicated volunteer nominated for her invaluable roles at our shop and on the fundraising team.
- MKO, our Corporate Helping Hands Partner, nominated for their gardening work for two of our Community Support Projects.

The Awards acknowledge outstanding people and groups who, through their commitment to participating in unpaid community and voluntary activities, have made a significant impact on the quality of community life in Galway City.

Annual Volunteer Recognition Event

We held our annual Volunteer Recognition Lunch as part of National Volunteering Week on 16th May in the Salthill Hotel. With some music, prizes and a bit of craic, the lunch is a lovely way to get together and celebrate volunteering at COPE Galway. Some of the quotes on the day are below:

"I am volunteering in the lunch club as a musician. I volunteer because no matter where you live or travel to, there is always someone worse off than yourself and they need a lift up. And I get more from volunteering than I give."

Gerry O'Rourke, Volunteer, Mervue Lunch Club

"I am volunteering for Meals on Wheels. I love helping people who are not in a position to help themselves, through illness and such. I find it very fulfilling. Give a little and you will receive a lot."

Mary Condon

Sample Volunteer Opportunities

Community Catering

Driver, kitchen assistant, food rescue and collection, administration.

Senior Support Service

Day centre, lunch club, driver and assistant, 'Helping Hands at Home' team, arts and crafts.

Homeless Service

Befriending, life coaching, kitchen porter, driver, therapeutic activities.

Management

Board director, property development, professional advisor.

Charity Shop

Assistant, sorting donations.

Administration

Support, communications.

Fundraising

Administration, event organisation, bucket collections and support.



Allison Currah, Manager Charity Shop (right) with volunteers (left to right) Monica Felipe, Felicity Geraghty and Mary Hunt.



Celebrating & recognising the wonderful contribution our volunteers bring to COPE Galway. Pictured at the Annual Volunteer Recognition Lunch. (l-r) Sharon Fitzpatrick, Donncha Foley (Volunteer Galway) Minister Sean Canney, Jacque Horan, Lucia Canavan and Geraldine Ryan.

VOLUNTEER INFORMATION DAYS



Training Day for Helping Hands at Home Volunteers

Helping Hands at Home is the latest addition to our Senior Support Service. This volunteer programme supports older people to live independently, offering practical and social support. We match an older person with a volunteer who visits them weekly, helping with light housework and shopping, and taking time to chat and get to know each other.

We delivered a training day for our seven newly recruited volunteers in 2019, which focused on the qualities and skills needed to take on a role like this. We took guidance from ALONE and their long experience in befriending relationships to help us design the programme. Topics ranged from discussions on the challenges of ageing in a modern world, exploring what the volunteer role would look like and an outline of supports to offer; while also offering clarity to volunteers regarding the boundaries of the programme, the importance of self-care and seeking support. Volunteers enjoyed getting to know each other and received a certificate upon completion.

Volunteer Bus Tour

In 2019, we organised a number of service bus tours for new staff and volunteers. The tour is a great opportunity to learn about COPE Galway, see all our services and meet staff and volunteers from across COPE Galway. Always very informative, the day is an enjoyable opportunity for staff and volunteers to get to know each other.

Corporate Volunteering Programmes

The COPE Galway Corporate *Helping Hands* Programme offers opportunities to companies and groups who are seeking meaningful, practical ways for their employees or members to volunteer in their community. 2019 was a very busy year for projects, with the following companies embracing our programme: *Apple; Ashford Castle; Celestica; Cisco; Electrics Arts (EA) Galway; MathWorks; Medtronic; MKO; Planet; Quidel Ireland; Servisource; Thermo King Galway* and *Wayfair*. They helped with hands-on practical activities like painting, gardening, window-cleaning and maintenance. We also had some skills-based projects, such as providing IT training, interview skills and personal development with COPE Galway clients. We would not be able to carry out the projects without these companies' time and skills and we are very grateful to them for their enthusiastic contributions.

SPOTLIGHT

Corporate Volunteering Projects at Osterley Lodge

EA Games

EA Games ran a very successful skills workshop event for COPE Galway clients and the Galway and Roscommon Education and Training Board (GRETB). The day included a site tour; a presentation with CV, interview and application tips, and to finish, EA hosted a “speed dating” style event where the participants could talk to people from different departments to learn more about their roles and background. The day was very enjoyable, as well as inspiring and informative for the Osterley Lodge residents who attended, with one commenting:

“I really enjoyed my day in EA Games. The staff and management were extremely helpful and friendly in every regard. The EA building was amazing; they gave us a tour explaining the different areas. I found the visit very beneficial as regards interview skills and tips. We were all treated in a friendly and respectful manner. The food was delicious and they gave us two games each at the end of our visit. A truly amazing place. A great day.”

Helping Hands Projects

In 2019 Osterley Lodge hosted four *Helping Hands* projects. Staff teams from Apple, Thermo King, Planet and Ashford Castle each spent a day in the service. They provided funds and labour to paint the kitchen, four bedrooms and office, and created a beautiful garden for the summer. This work ensures we can continue to provide bright, clean and pleasant spaces for everyone who uses the service.

Short Volunteer Projects

During 2019 we welcomed a number of volunteers for one-off or short projects:

- An art therapy volunteer provided one to one and small group work, which the participants thoroughly enjoyed.
- A team of local hairdressers and nail artists provided an afternoon of pampering to residents in December. This is always a special and well-received treat.
- Two volunteers spent the morning in Osterley Lodge on Christmas day helping with dinner preparations.



Meet Phil, Kathleen & Dave

Lunch Club Volunteers

Hailing from Boston, Mayo and Sligo, three COPE GALWAY volunteers come together each Thursday to help run the Mervue Lunch Club at the local GAA hall. Serving lunch is an important part of Phil, Kathleen, and Dave's role, but it's far from their only duty over the course of an afternoon. "Once we come in, we're busy right until the moment we leave," Phil said, describing everything it takes to ensure the lunch club runs smoothly.

First, they serve lunch – no small task when the hall is full with up to 30 people. Not only do lunch clubs build community, they also provide nutritious balanced meals, which are prepared and delivered by COPE Galway's Community Catering kitchen. Afterwards, Phil, Kathleen, and Dave clear the plates and come around with tea and coffee. One client was turning 80 on the day of this visit, so a card was passed around and a cake was served to a chorus of "Happy Birthday". "It's really my 18th!" she joked as slices of cake were handed out.

After the washing up, it was time for the bingo and Dave played the MC role well, calling the numbers in a booming voice. "The bingo is taking off greatly, everyone loves it," Kathleen said. Other times, the after-lunch entertainment is a table quiz or a performance by volunteer musicians. As Phil put it, "The more activities the better."

The busy volunteers wear many hats – sometimes even Santa hats. "I've been Father Christmas two years in a row," Dave said.

Phil, Kathleen, and Dave sing the praises of their fellow volunteers, the atmosphere at the lunch club, and the apple tart that is sometimes served for dessert. "There's a great camaraderie here. There's a happy atmosphere," Phil said. "It's nice to be helping and there's good banter in the kitchen. And the food is lovely!"

Kathleen, who has volunteered with the club for more than two years, also assists with the minibus, which collects clients

from the surrounding area. "We bring the clients in and take them home. If we pick up six people, that's six people that wouldn't get here any other way."

Dave underscored the vital role the lunch club plays in ensuring people have somewhere to socialise. "You look at one of our guests, who within the last month had a serious medical condition," Dave said. "He only missed two Thursdays and he's back already."

Phil said she wanted to start volunteering when she retired and chose COPE Galway because she knew of the direct impact the organisation has on the local community. For Kathleen and Dave, volunteering was a valuable way to become part of the community when they moved to Galway: for Kathleen after returning from the UK, for Dave after moving from the US.

All three volunteer at the nearby Sonas Day Centre and help with bucket collections around Christmas time. Dave also volunteers at the COPE Galway charity shop on St Augustine Street.

For all three volunteers, their work has been a valuable way to maintain a routine after retirement.

"Right when you retire, you need some structure in your life," Dave said. "I just enjoy it. It's good for me and it's good for everyone who attends the lunch club too."

"If you wake up in the morning and there's something bothering you, once you come here you forget all about that," Kathleen said. "When you're helping people."

To learn more about becoming a volunteer with COPE Galway, contact Lucia Canavan at volunteer@copegalway.ie or 091-778750 or visit www.copegalway.ie





ADVOCACY

ADVOCATING FOR OUR COMMUNITY

A key role of COPE Galway workers and volunteers is to support people to secure their rights and entitlements. This forms an important part of our daily one-to-one work with the aim of improving our clients' quality of life. Our advocacy work stretches across all of our services responding to homelessness and domestic abuse and for older people in our community.

We work in partnership with individuals, groups, businesses and agencies in the community to provide services and support and to advocate on behalf of people in Galway who are vulnerable and isolated. We value the involvement of our clients in the development of our services and they play a key part in guiding and improving COPE Galway's services.

Collaboration

COPE Galway, along with other community, charity and voluntary organisations, provide what are in fact 'vital social services'. To advance our advocacy objectives we participate in a number of forums at local, regional and national levels, which contribute to changes in legislation, policy and practice. We also collaborate with others who share COPE Galway's vision, mission and advocacy goals. Our collaborations and partnerships increase the reach of COPE Galway's impact as well as the positive outcomes of our services.



Advocating for Change

COPE Galway's Advocacy and Policy Worker, Dave Byrne, pictured speaking at a 'call-to-action' launch event in February 2019 by the Irish Coalition to End Youth Homelessness which advocates for the development of a comprehensive Youth Homelessness Strategy.

COPE Galway also works to bring about changes in legislation, policy and practice to address inequalities and disadvantage in society and to make real and lasting differences to people's lives. We advocate for change locally and nationally, making regular submissions and contributing to discourse around the various issues that affect our clients.

In 2019 we made submissions on a range of matters including:

- Budget 2020
- Second review of the Regulation of Lobbying Act 2015
- Consultation on proposals to modernise the electoral registration process
- Interdepartmental Group on Social Inclusion Work Scheme Places
- Submission to the Committee on Justice and Equality on Online Harassment, Harmful Communications and Related Offences, September 2019
- National Strategy for Volunteering
- Galway City Council Draft Climate Adaptation Strategy
- Galway City Council Draft Strategic Policy Committees' Scheme 2019-2024
- National Social Enterprise Policy for Ireland 2019-2022

"Amplifying Voices"

COPE Galway is committed to ensuring the voice of our clients is central to the work we do and the services we provide. COPE Galway, working with Galway Simon Community as the lead organisation, secured funding through the Irish Human Rights and Equality Commission's Grant Scheme for a collaborative project called 'Amplifying Voices'. At the heart of this project is the bolstering of our clients' ability to advocate for their rights and entitlements. The project so far has involved contracting UK experts, Practical Governance, to work with us to review our policies, visit our services and meet with clients and staff. This will guide us in forming a set of priorities that will enable us to amplify the voice of our clients and improve homeless service provision in Galway.



Coimisiún na hÉireann
um Chearta an Duine
agus Comhionannas
Irish Human Rights and
Equality Commission

This project is supported
under the Irish Human
Rights and Equality
Commission Grant Scheme

AWARENESS-RAISING AND INFORMATION CAMPAIGNS

Across COPE Galway’s three service areas, we conduct regular public awareness campaigns to inform people of the daily issues we face and seek to change. Our staff regularly hold information and/or training days at local community centres, schools, colleges and organisations. We interact with interested parties on our social media posts; issue regular press releases to inform the wider public around issues of social injustice and seek media support in relation to the various campaigns we conduct, such as those outlined below.

Local Election 2019



The May 2019 Local Elections campaign provided an opportunity for COPE Galway to raise awareness of the issues we address on a daily basis as a local organisation in Galway, and to put forward proposals to candidates for both Galway Councils on how to best address them. We asked candidates to pledge to address the housing and homelessness crisis in Galway. A number of candidates, including ten subsequently elected, signed our pledge, promising to work to ensure:

- Galway City/County Council meets its housing targets by building new social housing.
- Adequate and suitable responses to homelessness by Galway City/County Council
- Age-appropriate housing options available for all in social housing need in Galway city/county.

Homelessness

In 2019, one area we focused on was identifying and highlighting to the wider community the wholly unacceptable situation of significant numbers of people homeless and living in emergency accommodation in contrast to the increasing levels of short-term lettings of ‘homes’ available to the tourist market in Galway. Quarterly one-day census’ across COPE Galway’s Homeless Service identified point-in-time numbers of families and individuals availing of homeless services. This contrasted to the ever-increasing number of short-term lettings of accommodation units available, something we tracked on a monthly basis. This was despite the introduction of new rules aimed at bringing properties used for short-term tourist lettings in Rent Pressure Zones (RPZs), including Galway, back to the long-term rental market which came into force in July 2019.

Senior Support

With more detail in the section on Senior Support in this report, in 2019, COPE Galway supported and advocated for older people to Age Well in Galway in a number of proactive ways. We also continued to advocate for the Community Fair Deal Scheme and in relation to housing needs for older citizens. In addition, we continued to campaign for the inclusion of a nutritional assessment in the proposed statutory scheme for the provision of homecare services planned by Government.

Domestic Abuse

Our work in the area of Domestic Abuse is both responsive, providing a service to those who have been affected – and preventative, working to address the structures in society that allow such abuse to happen at all. Our role as advocate for victims of abuse and, more broadly, for women as potential victims, is an important element of who we are.



Last year, as part of the 2018 Annual Report launch event, keynote speaker Simone George, an advocate for women who have been abused and a Human Rights Lawyer, gave a stirring address highlighting the plight of women experiencing abuse. Her work has played a part in the drafting of legislation, which would become the 2018 Domestic Violence Act, which recognises coercive control as a crime. Simone’s words on the day provoked much thought and deliberation both in Galway and nationally, with substantial local and national media coverage.



The first step in effective advocacy is to tell the story – we take every opportunity to tell the stories of the many women and children who have been forced to live as victims of the terrible crime that is violence within the family. In November/December 2019, we ran our *Galway Girl Campaign*, as part of our annual *16 Days* events. We sought to draw attention to the issue of domestic abuse and get everyone in Galway talking about it.

Giving Voice to Our Clients

We recognise that there is nothing more necessary than for the voices of those affected by the issues outlined throughout this report to be heard first-hand. In 2019, a number of radio, print and television interviews took place where clients from across our services told their stories to highlight an issue. One Osterley Lodge resident took part in a film to publicise *An Post's* “Shared Network Initiative”, a programme where *An Post* mobile data users can donate unused mobile data, which is donated via charities to people experiencing homelessness. Another person we have worked with, Noel Nestor (pictured left), took part in a TG4 documentary throughout 2019 on Homelessness, along with our Day Centre, Fairgreen Staff and other clients. *Gaillimh gan Dídeán*, by Midas Productions, garnered a lot of publicity when it aired early in 2020, and Noel’s subsequent interviews helped highlight the fact that any one of us is vulnerable to homelessness.

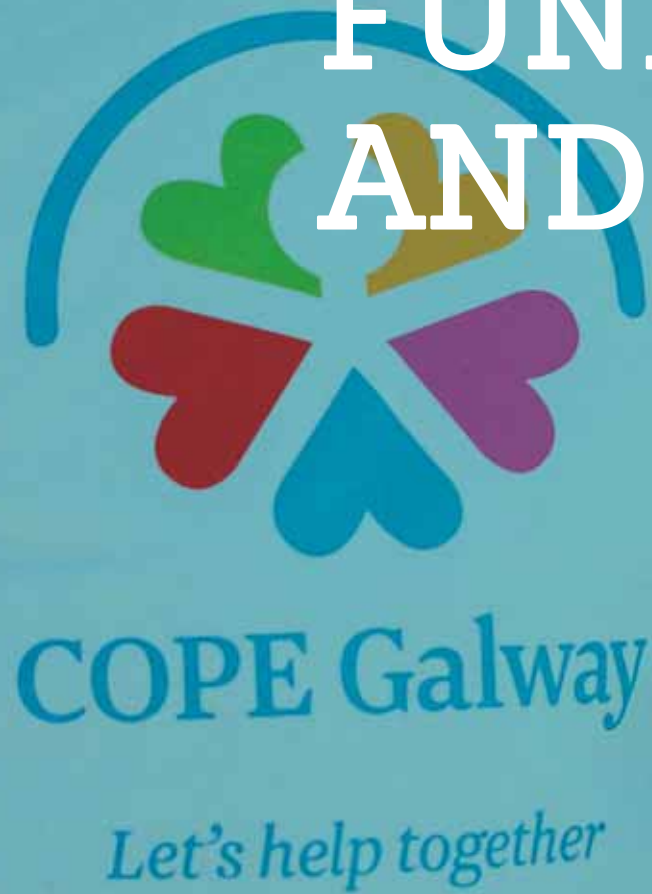


Noel Nestor speaking about homelessness on TG4

We are very grateful for the support of local print, digital and broadcast media in helping us amplify our message. We take this opportunity to thank all involved.

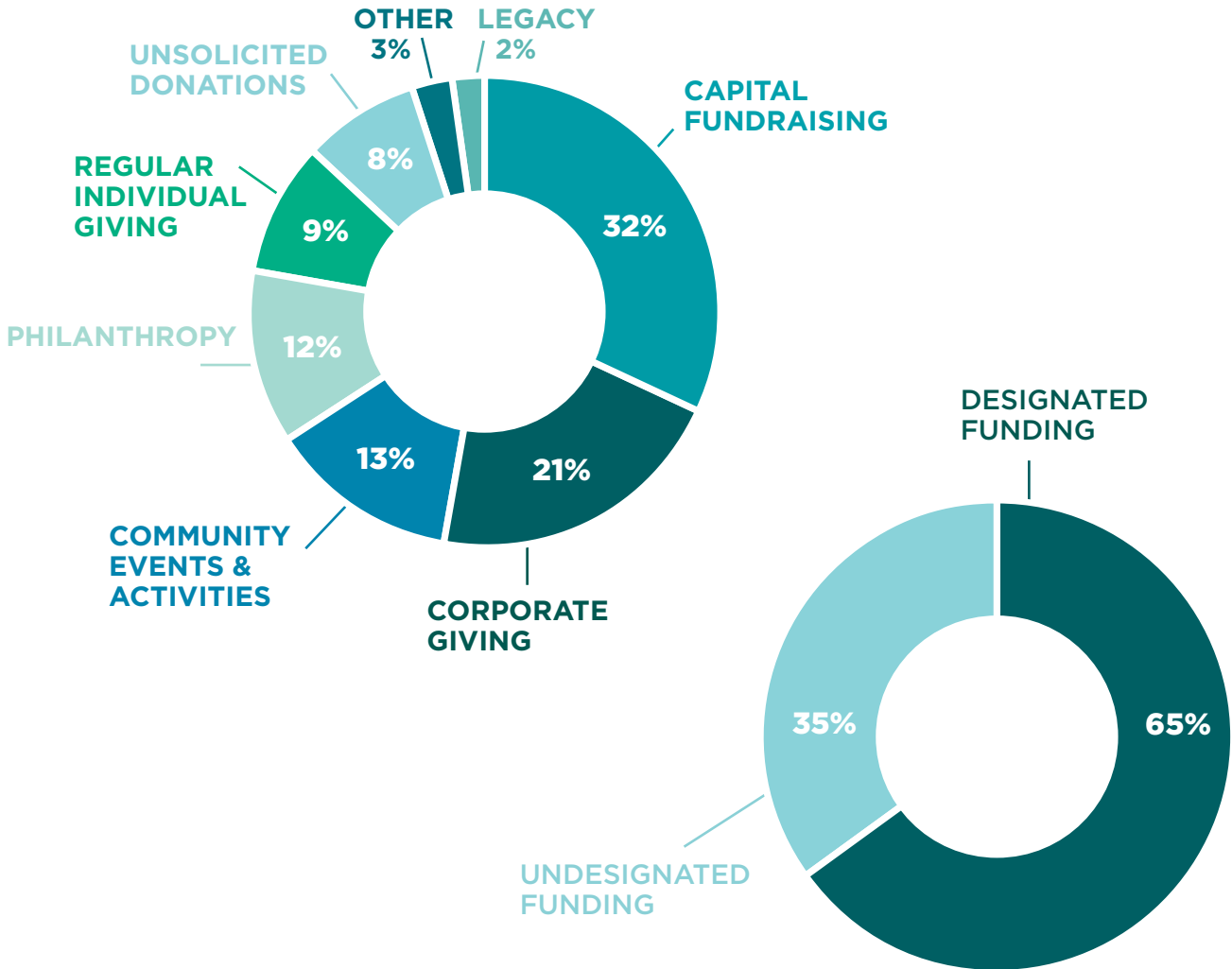


FUNDRAISING AND RETAIL



FUNDRAISING IN 2019

Our overall funding model is supported primarily through statutory funding streams. However, funding levels have not kept pace with demand and costs. In 2019, as the demand for our services continued to grow, the dependence on our capacity to raise voluntary funds became even more crucial. COPE Galway is committed to raising funds from a diverse range of sources and methods, which, in 2019, was broadly broken down into the following areas:



Thank You!

Through your generosity and support, COPE Galway was able to raise in excess of €1,253,000 towards delivery of our services and to offer hope and encouragement to those most isolated and vulnerable in our community. Thank you for the trust you placed in COPE Galway and for the impact you make possible.



Best Practice in Transparency and Accountability

COPE Galway is a member of Charities Institute Ireland and is compliant with **The Guidelines for Charitable Organisations Fundraising from the Public**. We welcome your feedback on our performance and can be contacted about this via phone (091 778750) or email (fundraising@copegalway.ie).

Community Events and Activities

The Galway Community continued their commitment to supporting COPE Galway with hundreds of individual, school, university, sports and other community groups coming together to raise funds throughout the year. Through all of these community fundraising initiatives, a total of €170,897 was raised and donated to COPE Galway.

Galway schools continue to be an invaluable resource, with 18 schools raising €27,979, and we are thankful for the relationship we have with each one. In particular, Colaiste Iognaid (The Jes) continued with their 7th annual Sleep Out and broke their previous year's records by raising €10,497.



Due to the generosity of many individuals and the partnership of corporate volunteer groups, we delivered 390 hampers and gifts to clients and families before Christmas.



COPE Galway Christmas Day Swim

2019 marked the 30th anniversary of our flagship fundraising event, COPE Galway's Christmas Day Swim, and this year over 1,000 people participated and donated €47,417 for our services.



Regular Individual Giving

In 2019 more than 440 individual donors and a tribe of 540 monthly regular and committed donors supported our work accounting for €212,319 of funds raised. These funds provide a hugely important source of regular, steady income, which allows us to plan for the future.

Corporate Giving

We have received invaluable support from our corporate partners who organised fundraising events, matched funding, established payroll giving, donated in kind and volunteered their time – all of which accounted for €77,032 of our fundraising income in 2019. We were delighted to partner with several new businesses this year and look forward to strengthening these relationships in the years ahead.



Capital Fundraising

In 2019 we launched our Modh Eile House public capital fundraising appeal and received a number of philanthropic donations throughout the year for which we are extremely grateful. Many individuals, community groups and businesses supported our Buy a Brick appeal or organised fundraising events. With support from the Galway Solicitors Bar Association, and the Barristers on the Western Circuit, we held a dinner dance in November, attended by our Patron, Mrs Sabina Higgins. The Modh Eile House fundraising campaign will continue in 2020.



Philanthropy

In March, we welcomed The Ireland Funds with a representative of a Donor Advised Fund to our Domestic Abuse Service to meet our staff and some of the women who use this service. This Donor has committed support over 3 years for the further development of our child-centred domestic abuse service and we are extremely grateful for this philanthropic support. The Ireland Funds and The Community Foundation for Ireland provided support across various service areas to COPE Galway in 2019 and we are delighted to continue to work in partnership with them in 2020.

The COPE Galway Business Sleep Out

took place for the 8th consecutive year, with 27 business and community leaders raising €185,979 for our homeless service. We are most appreciative of their commitment to the Business Sleep Out event and for their continued support throughout the year.



RETAIL IN 2019

Social Enterprise



In 2019 we further developed our Meals4Health Social Enterprise with the development of new meal ranges, enhancement of our www.meals4health.ie website and the introduction of new methods of delivering meals to customers across more geographic areas. Meals4Health is delivering fresh ready meals to older people, people recovering from surgery or living with chronic illness and others who need specialised nutritional support.



Charity Shop

In 2019 we continued to offer quality fashion, accessories, jewellery and books to the public from our St Augustine Street shop. With the Galway community once again proving extremely generous in their giving, thousands of items of clothes, accessories, jewellery and more were able to find new homes and in turn help deliver vital funds, which go directly towards supporting our frontline services.

Clothes are the biggest seller, with the shop offering seasonal fashions, suited to Galway's weather, with rain gear often in demand! Sales increase whenever the weather changes, and spring and autumn in particular are important times. Other highlights are Galway's Race week and Christmas, when customers want more formal and glamorous garments and accessories.

As well as being our face on the high street, our shop acts as an intermediary for enquiries and sharing the work of COPE Galway whilst also servicing our clients who may at times require clothes or other supports.

Thank you to everyone that has supported the COPE Galway Shop throughout 2019 - our donors, our customers and our volunteers. Thank you to our dedicated team of volunteers - a vibrant mix of both older people who bring great experience and commitment, and younger people who give their time and have an opportunity to gain work experience or to learn English.



FINANCE AND GOVERNANCE

COPE Galway Financial Statement

Income & Expenditure Account for year ended 31st December 2019

	2019	2018
Income		
HSE	1,654,780	1,681,899
Galway City Council	1,495,183	1,525,029
Tusla	955,189	824,381
Fundraising and Retail	1,506,020	1,254,504
Service Charges	608,826	573,139
Grants and Other Income	100,268	63,721
	<hr/>	<hr/>
	6,320,267	5,922,673
CAS Funds for Modh Eile House	1,746,018	139,637
	<hr/>	<hr/>
	8,066,284	6,062,310
	<hr/> <hr/>	<hr/> <hr/>
Expenditure		
Homeless Service	3,050,516	2,644,497
Domestic Abuse Service	1,043,729	981,760
Senior Support Service	650,564	628,067
Fundraising, Marketing and Retail	577,983	383,556
Administration and Grants	566,789	437,310
	<hr/>	<hr/>
	5,889,581	5,075,190
Depreciation	77,335	59,073
	<hr/>	<hr/>
	5,966,916	5,134,263
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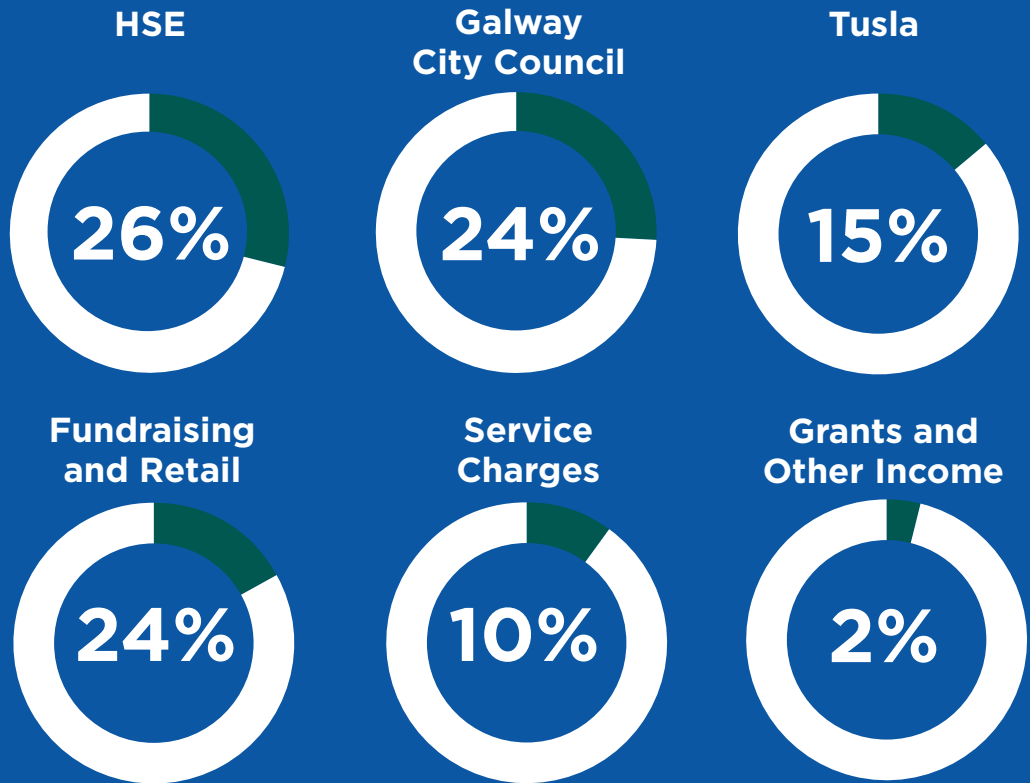
In 2019 COPE Galway received €4,908,383 (2018: €3,088,774) from both Galway City Council and Galway County Council to cover the costs of Private Emergency Accommodation. This is reflected in our Income and Expenditure in our Audited Accounts, but not included above.

COPE Galway adopted SORP 2014 from 1st January 2015.

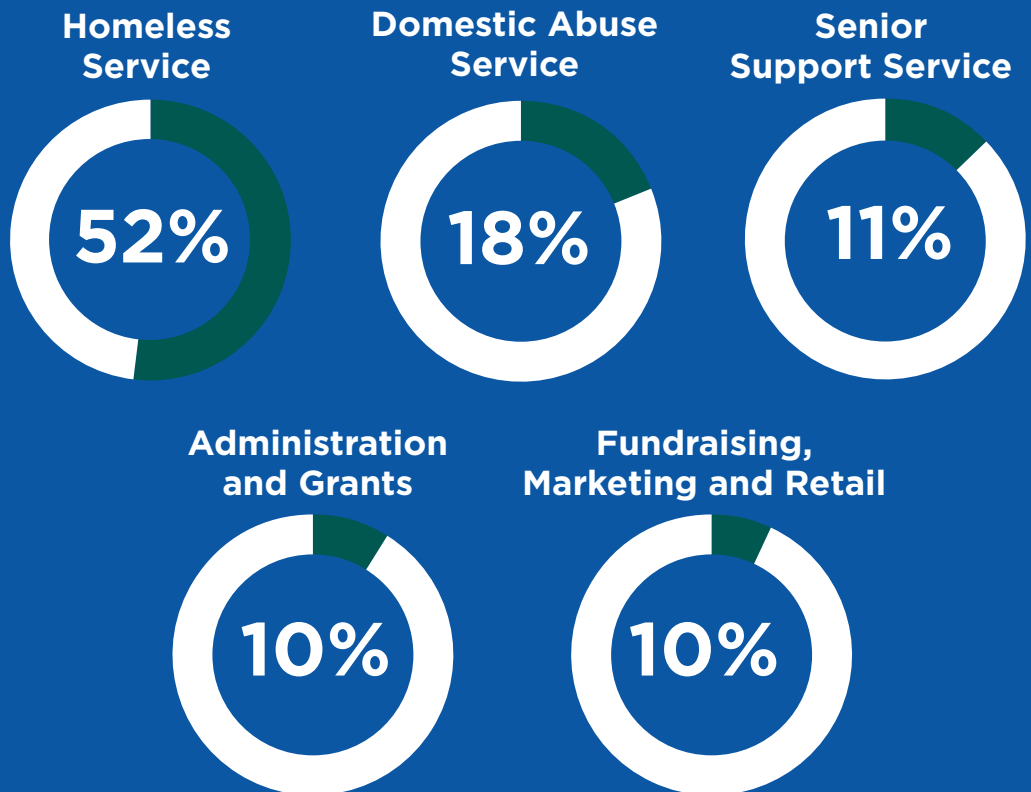
Our Audited Accounts are available to download at: copegalway.ie/annualreport

The information above is a summary overview. Full details in our Audited Accounts and Directors Report for 2019 available to download from our website copegalway.ie/annualreport

Where our money comes from*



How our money is spent*



*Original decimals have been rounded up for these percentages.

Funding Model

Given the essential social services provided by COPE Galway on behalf of the State, and in the context of the past 10 years of recession and reduced statutory income, our funding model now requires growth and re-balancing in order to ensure long-term sustainability for our organisation, so that we can continue to operate to the highest standards of responsiveness, service delivery, professionalism, impact and good governance. The state funding system is required to recognise and address this issue for COPE Galway and the sector in general.

ORGANISATIONAL STRUCTURE



COPE Galway Board of Management 2019

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, who is not a member of the board. Our Board of Directors is responsible for the overall governance and strategic direction of the organisation. The report below gives overview details of our governance, with further details in our Audited Accounts and Directors Report for 2019, available to download from our website copegalway.ie/annualreport

During 2019, COPE Galway’s Board of Management held six board meetings, with 69% attendance overall. The following table indicates various role allocations, meeting attendance and years of service:

Board Member	Role/Representative	Term in Years (as of 2019)	Attendance at Board Meetings
Eamon Bradshaw (Chairman)	Business	2	6/6
Fr Joseph Roche	Diocesan	2	4/6
Hannah Kiely	Governance	7	4/6
Paudie Cunningham	Staff	3	4/6
Paul Dilger	Marketing and Communications	6	5/6
Sean Silke	Human Resources	6	4/6
John Royliston	Business and Property	5	4/5
Deirdre Squires	Older People	2	4/6
Adrian Callanan	Property	2	4/5
Dr Connie Healy	Legal and Advocacy	2	3/6
Dr Seamus Lennon	Quality	1	4/6
Padraic Timon	Business	1	1/2

Five sub-committees of the Board supported delivery of our Strategy. During 2019, due to the conclusion of our Strategy 2013–2018 some of these sub-committees stepped down. We will establish new sub-committee structures during 2020 to support the implementation of our new strategy.

In 2019, members of the board sat on various sub committees as follows:

Sub-committee	Number of meetings in 2019	Board Member			
Delivering Outcomes	2	Deirdre Squires	1/2		
Developing our Organisation	3	Sean Silke	2/3		
Advocating for Change	3	Paul Dilger	3/3	Connie Healy	1/3
Property and Finance	4	Adrian Callanan	4/4	John Royliston	1/4
				Fr Joe Roche	0/4
Audit and Risk	5	John Royliston	2/5	Seamus Lennon	5/5

Governance, Compliance and Managing Risk

The Audit and Risk Committee reviews the effectiveness of the organisation’s internal financial controls and procedures; oversees the external audit process from planning to completion and recommends the financial statements to the board for approval. The committee also oversees our risk management process (further details in our Audited Accounts and Directors Report for 2019, available to download from our website) and compliance with various legal and governance requirements.



COPE Galway is compliant with the Governance Code for the Community, Voluntary

and Charitable sector in Ireland. During 2019, we also reviewed our compliance with the Code of Governance of the Charities Regulator in preparation for compliance required as of 2020.



We complied with the Housing Agency Regulation office, and filed an annual report with the Charities Regulator.

COPE Galway commissioned Mazars to conduct an independent review of our compliance with fundraising best practice standards, and reported in June 2019. The audit results indicate that Reasonable Assurance (the highest level) can be placed on the adequacy of COPE Galway’s fundraising and cash handling processes.

Board Members

COPE Galway recruits board members based on skills and expertise required to deliver on our mission and strategy. A governance handbook sets out roles and responsibilities, terms of office, how conflicts of interest are managed, and expected code of conduct and resources available to support the board in their roles. Ongoing training is also available. Full details of all board members are available on our website copegalway.ie/board

In 2019 the following board members either resigned or joined the board.



Connie Healy has been a significant resource to the board and the organisation. Her involvement with our Advocacy Sub Committee has been invaluable and we are especially grateful for the high profile contacts Connie opened up for us. These have resulted in our Annual Report launches gaining significantly more publicity and traction in representing the issues we seek to address. Connie also mobilised her colleagues from the legal field in support of Modh Eile House, culminating in the dinner dance in November 2019.



John Royliston has represented our services on the board for the past 6 years and has been extremely generous with his time and knowledge in matters regarding finance and property. John’s expertise has been invaluable to COPE Galway, most particularly in 2019 in negotiating the purchase of our Charity Shop. In addition, John’s membership of our Fundraising, Property and Audit & Risk sub-committees provided invaluable insight in addition to the various connections made by John for COPE Galway in Galway and beyond.

New Board Members



Padraic Timon joined our board in September 2019, bringing with him many years of international business experience. A Dublin native, Padraic grew up in Salthill, graduating from NUIG with a Bachelor of Commerce and later an MBA. He set up Chameleon Colour Systems in 1992 and is a member of the Regional committee of IBEC.

Our board is composed of volunteers who give freely of their time and expertise to help COPE Galway to set out and achieve our mission. We would like to thank all members of the Board of Management who progressed the interests of COPE Galway during 2019.





COPE GALWAY SERVICES

1 Community Catering

Location: Unit 5 Ballybane Industrial Estate, H91 Y7R9
 Email: communitycatering@copegalway.ie
 Phone: 091 700 800

Meals4Health Social Enterprise

Location: Unit 5 Ballybane Industrial Estate, H91 Y7R9
 Email: info@meals4health.ie
 Phone: 091 354 000

Community Support Service

Location: Unit 5 Ballybane Industrial Estate, H91 Y7R9
 Email: seniorsupport@copegalway.ie
 Phone: 091 700 800

2 Sonas Day Centre

Location: 1-3 Walter Macken Flats, Mervue, H91 X5P6
 Email: sonas@copegalway.ie
 Phone: 091 753 402

3 Bridge House

Location: Dyke Road, H91 T262
 Email: bigoe@copegalway.ie
 Phone: 091 730 969

4 Fairgreen Hostel

Location: Fairgreen, H91 D6F2
 Email: fairgreen@copegalway.ie
 Phone: 091 568 818

5 Family Support Service

Location: Lower Ground Floor, Calbro House,
 Tuam Road, H91 XR97
 Email: familiessupport@copegalway.ie
 Phone: 091 527 571

5 Head Office

Location: Calbro House, Tuam Road, H91 XR97
 Email: info@copegalway.ie
 Phone: 091 778 750

6 Teach Corrib Day Centre

Location: Seamus Quirke Road, Newcastle, H91 W243
 Email: daycentre@copegalway.ie
 Phone: 091 525 259

7 Resettlement and Tenancy Support

Location: 12a Ruxton Court, Dominick Street Lower,
 H91 C662
 Email: mfeeney@copegalway.ie
 Phone: 091 533 959

8 Osterley Lodge

Location: 142 Lower Salthill, H91 DR44
 Email: osterley@copegalway.ie
 Phone: 091 521 301

9 Family Hub

Location: Corrib Haven, 107 Upper Newcastle, H91 HX51
 Email: familyhub@copegalway.ie
 Phone: 091 353 500

10 Domestic Abuse Service

Location: Modh Eile House
 Email: modheile@copegalway.ie
 Phone: 091 394 880

11 COPE Galway Charity Shop

Location: Saint Augustine Street, H91 FP4F
 Email: shop@copegalway.ie
 Phone: 091 569 715



COPE Galway

Let's help together

COPE Galway,
Calbro House, Tuam Road, Galway, H91 XR97
t: 091 778 750 e: info@copegalway.ie

Company No: 248134 | CHY 6339 | RCN 20011314

www.copegalway.ie

