

CRO Number - 248134

COPE Galway CLG
Trustees' Report & Financial Statements
Year Ended 31 December 2019

COPE Galway CLG

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COPE Galway CLG

Directors and Other Information

Directors	Mr Eamon Bradshaw (Chair) Ms Hannah Kiely Mr Paul Dilger Mr Sean Silke Mr Pdraig Cunningham Dr Deirdre Squires Mr Adrian Callanan Fr Joseph Roche Mr Seamus Lennon Mr Pdraic Timon (appointed 13 th September 2019) Ms Connie Healy (resigned 9 th December 2019) Mr John Royleston (resigned 27 th November 2019)		
Secretary	Mr Neil McNeill		
Company Number	248134		
Charity Number	6339		
CRA Number	20011314		
Auditors	DHKN Limited Galway Financial Services Centre Moneenageisha Road Galway		
Bankers	Bank of Ireland Eyre Square Galway	KBC Bank Ireland Sandwith St Dublin 2	
Solicitors	Purdy Fitzgerald Kiltartan House Forester Street Galway	William F Semple & Co Lough Corrib House Waterside Galway	Ronan Daly Jermyn Aengus House Dock Street Galway
Registered Office	Offices 2-5 Calbro House Tuam Road Galway		

COPE Galway CLG

Year Ended 31 December 2019

Directors' Report

The directors present their annual report and audited financial statements for the year ended 31 December 2019.

Financial Reporting Framework

The financial statements prepared by COPE Galway CLG are in accordance with the Statement of Recommended Practice (SORP) applicable to charities and in accordance with accounting standards issued by the Financial Reporting Council, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102").

Objectives, Activities and Achievements

COPE Galway is a local Galway organisation providing services and supports for people affected by Homelessness, Women and Children experiencing Domestic Abuse, and Older People.

Vision

Our Vision is an improved quality of life in a home of their own for people affected by homelessness, women and children experiencing domestic abuse and older people.

Mission

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

Executive Summary

COPE Galway delivers essential social services across Galway City and County. In 2019, we have continued to deliver significantly across all service areas, responding to 20% more adults in 2019 than in 2018 (2,551 in 2019 compared to 2,136 in 2018 and 1,914 in 2017).

The housing crisis continues to present the single biggest challenge across all our services but impacting particularly on those experiencing homelessness and domestic abuse. In order to be as responsive as possible at a local level we have prioritized the acquisition of housing particularly for single people and families and are working in partnership with our two Galway Local Authorities to maximize securing additional units in so far as possible. We continue to develop new and innovative responses to meet arising needs and have successfully tendered for the provision of services such as enhanced outreach support across Galway County for women and children experiencing domestic abuse, and a new family hub for Galway. We also continue to develop our new Meals4Health Social Enterprise alongside our Meals on Wheels service.

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 public level, and across so many business and corporate partners, is vital to us in providing our responses.

The past 10 years of recession has impacted significantly on our funding model which is stretched to capacity each year resulting in needing all income raised in the current year to meet demands, and not being in a position to put a reserve in place. We are also being impacted due to a loss of alignment with public sector pay and conditions and this is affecting our ability to attract and retain the professional staff we require to deliver our services. These are risks which now need to be rectified and will be reflected in our new strategy which was developed during 2019. The challenges posed by the current Coronavirus COVID 19 pandemic will also now need to be taken into consideration.

The generosity of our local community makes it possible for our work to continue, as evidenced in our growing fundraising revenue. Full details regarding our service delivery in 2019 are detailed below and in our Annual Report for 2019, and we thank all who have supported us to achieve our vision of improved quality of life for people affected by homelessness, women and children experiencing domestic violence and older people.

We could not provide our services and supports without you.

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Services

The company operated the following services during 2019:
(For a description of individual services see Appendix 1)

Addressing Homelessness in 2019

Homelessness in Galway in 2019 continued to be extremely challenging, mainly due to the ongoing lack of suitable long-term housing.

In 2019 COPE Galway's homeless services worked with 1,622 people which was a 15% increase on 2018 (1,406 people). The biggest increase related to single adults - 868 in 2019 compared to 612 in 2018. The number of families and children stabilised in 2019 at a level of 187 families and 433 children, and we also worked with 18 couples.

Single people are most severely affected by the lack of affordable and suitable long-term housing due to the current shortage of accommodation. In order to respond to this situation locally, COPE Galway have continued to acquire houses in various locations across Galway City for shared living and this model is working well with ongoing supports available from our Resettlement Team. COPE Galway are also partnering with other agencies to progress a Housing First model for Galway to respond to the housing and support needs of some of the most entrenched homeless people in Galway City.

Despite considerable efforts on behalf of COPE Galway and Galway Local Authorities, most families in need of emergency accommodation continued to be placed in Hotels and Bed & Breakfasts due to the shortage and high rent levels of properties in the private rental market. Throughout 2019 some social housing allocations came on stream, and several other housing options were secured. A new family hub was also put in place by Galway City Council and COPE Galway secured the contract to manage this facility which opened in May 2019. We continued to advocate strongly across a number of local and national forums (Galway Housing Delivery Task Force, Galway City Community Network Housing Sub-group, West Region Homeless Forum and National Homeless Consultative Forum) however the solution to this crisis continues to be increased delivery of social housing units.

See appendix 1 for descriptions of COPE Galway Homeless Services and Supports

Addressing Domestic Abuse in 2019

638 women availed of COPE Galway's domestic abuse service in 2019 – approximately 10% of these stayed in our refuge, the other women we worked with were supported in the community. Many women do not need refuge – we also serve these women, supporting them as they reflect on their situation, consider changes they need 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 in Galway a woman lives, our service can support her and her children. We work with our community partners in this endeavour, raising awareness, delivering training and building capacity in our bid to create safe communities where women and children are protected.

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. In 2019, we moved to a model of work whereby each child receives therapeutic-based support, tailored to his/ her 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. We also developed and offer a range of parenting supports, as parenting in the context of domestic abuse presents different sets of challenges.

Our work also extends to providing training to other professionals in nursing, medicine, social work, family support, education and a wide range of other agencies so they can better recognize, understand and

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support women who have been living with abuse. Because we are committed to working to eradicate the practices and norms in our society that can allow domestic abuse to take place, we also work with schools and colleges on healthy relationships, delivering workshops and other participatory initiatives designed to encourage a mutually respectful basis in all intimate relationships.

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. Over the years, the building has fallen into a poor state, simply exacerbating a sad truth – it was never fit for purpose. And so 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 new chapter in the story of our Domestic Abuse Service, a vital net in the web of social supports that COPE Galway provides to the citizens of Galway City and County. 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 is vulnerable to it coming into her life. Having this Service for those who need it, is a vital part of our community fabric.

As we turn the page with our move to Modh Eile House, (our newly renovated and extended premises in a building gifted to us by the Sisters of Mercy), we are struck by the fact that this service belongs to the people of Galway. We see this in how generous people are – both at an individual level, business and the general public – in their support of this 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.

See Appendix 2 for descriptions of COPE Galway Domestic Abuse Services and Supports

Older People Services

Our work with older people in Galway is focused entirely on Supporting Healthy Independent Ageing at Home, which is most commonly identified as the stated preference of older people.

In 2019 we produced and delivered 61,016 meals to people's homes, lunch clubs and COPE Galway Services and supported 724 Older People.

The overall aim of our work is to support and promote a good quality of life, promote community spirit and strengthen community links.

Developments in 2019

Good nutrition is vital in maintaining good health and wellbeing and in 2019, we nourished over 600 people with 61,016 meals through our Community Catering Meals on Wheels service and our Meals4Health Social Enterprise, reaching people with acute or chronic illnesses, a disability, those recovering from surgery, older people, carers and people experiencing homelessness, offering fresh, healthy alternatives to convenience and take away meals.

Key to a good quality of life in old age, and other stages of life, are our social relationships and social ties. We continued to support 14 community lunch clubs across the City and County to bring people together socially over good food and great company, as well as providing a way to keep people up to date with information of interest.

Changing demographics mean family members are often not living close to their relatives now, leaving some older people feeling more isolated and sometimes quite vulnerable. In 2019 we supported over 100 people with a range of practical 1-1 supports and we also set up a new Helping Hands at Home project

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(funded by the Community Foundation For Ireland) to match volunteers with older people needing help with light household chores, shopping and company.

Being active and engaged is also an important way for people to stay connected and well, and so we provided opportunities for 123 people aged over 56, to actively contribute to our work through meaningful volunteering opportunities. (This represents nearly 70% of our volunteers who are connected to our older people's services). The benefits of volunteering are many – new friendships, improved support networks, providing structure to a day or week, learning new skills and sharing skills with others, and the overall impact is one of a stronger sense of belonging, improved sense of self-worth, well-being and health, and the creation of 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 engaged, and socially and physically active such as exercise classes, Arts & Crafts, Outings, Knitting and shopping trips.

COPE Galway supports an environment that recognises and values all stages of ageing, showcasing the contributions and achievements of our older people, and this helps promote an intergenerational approach which benefits every one of all ages in our communities.

In 2019 we supported Ageing Well in Galway by:

- Providing information and signposting to services for volunteers working with older people in the community
- Participating 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
- Proactively linking in with Primary Care services to support their commitment in Slaintecare to an integrated care model for older people in Galway by offering collaborative possibilities in terms of supporting community based healthcare professionals such as Public Health Nurses, Hospital Discharge packages particularly with a nutritional focus, supporting families, being a daily point of contact and supporting safeguarding of vulnerable adults in the community
- Giving a voice to older people about issues and decisions that affect them
- Advocating 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

See Appendix 3 for descriptions of COPE Galway Supports and Services for Older People

Supports

Employees

We have approximately 140 skilled staff employed with COPE Galway. They work in diverse teams across a wide range of functions throughout our different services to help meet the various needs of our clients in Galway City and County including Project Workers, Night Support Workers, Outreach Workers, Chefs, Community Support Workers, Residential Hostel Workers, Team Leads, Fundraising and Communications staff, Administration staff and others. Such a variety of roles makes for a stimulating, dynamic and diverse culture here at COPE Galway. At times, the environment we work in can be challenging. Our organisation recognises and appreciates the professionalism, hard work, dedication, resilience and sheer persistence of our teams across all our services and we very much recognise and appreciate the willingness of our teams to 'go the extra mile' when needed. Our strategy for 2020 aims to continue to develop and support our staff in terms of training and development, including e-learning, and wellbeing initiatives. Thank you to every member of our amazing team.

Volunteers

COPE Galway has a team of over 200 volunteers, in over 25 roles, who contributed 20,000 hours during 2019. 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.

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But volunteering is a two-way process. COPE Galway through its volunteer programme allows people to connect to their community; provides an opportunity for people to build on their skills and employability; and improves mental and physical health.

Our Volunteer Teams contribute across a wide range of our services, including:

- Community Catering Volunteer roles- drivers, kitchen assistants, Food Rescue, FEAD, administration
- Older Peoples Services Volunteer roles - day centre, lunch club, drivers and assistants, helping hands at home, art teachers, crafts
- Homeless Services Volunteers - befriending, life coaching, kitchen porters, drivers, activities
- Management Volunteers - board directors, property development, professional advisors
- Charity Shop Volunteers - shop assistants, back room volunteers
- Administration Volunteers support - administrators, digital communications
- Fundraising Volunteers - fundraising event supports, administration

COPE Galway could not support the people who need our services without the commitment and hard work of the amazing individuals and groups who volunteer with us.

Helping Hands Project – Corporate Volunteering Programme Volunteers

COPE Galway Helping Hands programme offers opportunities for companies who are looking for meaningful, practical ways for their employees to volunteer in their community. 2019 was a busy year for Projects. Some of the companies who embraced our programme and offered their help were: Apple; MathWorks; Ashford Castle; Medtronic; Cisco; Wayfair; Servisource; Quidel Ireland; Electrics Arts Galway; Thermo King Galway; Celestica, Planet & MKO. Most of the projects were hands-on practical activities such as painting, gardening, window cleaning and maintenance. We also had some skills-based projects e.g. providing IT training, interview skills and personal development to COPE Galway clients. We are incredibly grateful to them for donating their time and skills with such enthusiasm.

Advocacy

A key role of COPE Galway's staff and volunteers is supporting people to secure their rights and entitlements. This forms an important part of our daily one-to-one work and is focused on improving our clients' quality of life. COPE Galway is also working 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.

COPE Galway advocates for change, making regular submissions and contributing to dialogue 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 - electoral registration process
- Consultation on proposals to modernize 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
- Galway City Council Draft Traveller Accommodation Programme 2019-2024

To advance our advocacy objectives we also participate in a number of forums at local, regional and national levels which also contribute to changes in legislation, policy and practice.

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Our CEO now sits on a forum put in place in response to the report of the Independent Review Group (Report of the independent Review Group established to examine the role of voluntary organisations in publicly funded health and personal social services, Catherine Day, Jane Grimson, Deirdre Madden, October 2018) which was established to examine the role of voluntary organisations in publicly funded health and personal social services, and to recognise that 'the delivery of many of our health and social care services today is dependent on voluntary organisations, which form an essential and integral part of the overall system'. It is broadly accepted by all parties involved that the relationship between the state and the Community and Voluntary sector is broken and much impetus is needed to re-establish a strong and trusted partnership. The first meeting of the forum took place in December 2019.

Awareness Raising and Information Campaigns

We also conducted a number of public awareness campaigns during 2019. We regularly issue press releases and information with the aim of informing and educating the wider community on issues pertinent to our areas of work.

Fundraising and Retail

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:

Capital Fundraising	32%
Corporate giving	21%
Community events and activities	13%
Philanthropy	12%
Regular individual giving	9%
Unsolicited donations	8%
Other	3%
Legacy	2%

Fundraising Activities in 2019

Capital Fundraising

In 2019 we launched our Modh Eile House capital fundraising appeal with the objective of raising €1,000,000 to fund the balance of this development project. We received a number of significant donations throughout the year for which we are extremely grateful. This fundraising campaign will continue in 2020.

Corporate Giving

We have been fortunate to have the wonderful support of many incredible companies throughout the year who organised fundraising events, established payroll giving, donated in kind and volunteered their time.

The Business Leaders Sleep Out took place for the 8th consecutive year, with 27 business and community leaders raising €186,000 for our homeless services. We are most appreciative of their commitment to the Business Sleep Out event and for their continued support throughout the year.

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. The COPE Galway Christmas Day Swim celebrated its 30th year with over 1,000 people braving the cold on Christmas Day in support of COPE Galway. We are indebted to each and every volunteer who helped us raise funds throughout the year.

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Philanthropy

In March we welcomed The Ireland Funds with a representative of one of their Donor Advised Funds 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.

Regular Individual Giving

The COPE Galway Tribe of regular and committed donors continued to grow in 2019, providing a hugely important source of regular, steady income which allows us to plan for the future. We shared the impact of our work with our regular donors through newsletters and donor events, opportunities for us to thank our donors and let them know how important their donations are to the lives of the people we support.

Charity Shop

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

In 2019 we also made the decision to purchase the shop premises when it came up for sale. Given the growing trade year on year, and the potential risk of a rent increase by a new landlord, the decision to purchase was prudent in terms of servicing a loan towards asset ownership as opposed to rental payments.

Thank you to everyone that has supported the COPE Galway Shop throughout 2019. Thank you to the dedicated volunteers that give their time to make sure we can provide a service to our valued customers and thank you to those that donated items that allow us to provide such a high quality and diverse range of stock.

Meals4Health 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 those who need them.

The Directors wish to thank everyone that supported COPE Galway in 2019 and placed their trust in us. Through this generosity and support COPE Galway was able to raise in excess of €1,250,000 across all our fundraising channels, towards delivery of our services and to offer hope and encouragement to those most isolated and vulnerable in our community.

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Financial Review

The operating income for 2019 was €12,974,667. After you exclude Private Emergency Accommodation Funding of €4,908,383 and Capital Assistance Scheme funding of €1,771,293, the operating income comes to €6,294,991. 65% of total income was received from statutory bodies (HSE 26%, Galway City Council 24%, Tusla 15%). A further 10% was generated from service charges. The remaining 25% came from smaller grant bodies (5%) and the generosity of the public in the form of donations and support for our fundraising activities (20%).

The total cost of operating our services in 2019 was €10,875,299. After you exclude Private Emergency Costs of €4,908,383, the total costs comes to €5,966,916. The total cost is analysed as follows: Services 81%, Administration 10% and Fundraising 9%.

The retained surplus for the financial year amounted to €2,099,369 (2018: €928,047) and this was transferred to reserves at the year end. The net income figure is a direct result of SORP accounting. SORP accounting states that all income must be shown in the Statement of Financial Activities (incorporating the income and expenditure Account) including the following income which would normally be credited to the Balance Sheet and not included in income in the income and expenditure account.

	2019	2018
	€	€
Capital Funding for Domestic Abuse refuge	1,746,018	139,637
Capital Funding for the purchases of Rental Property	25,275	247,930
Capital Fundraising surplus for Modh Eile House	302,133	-
Grant for 2019 Cold Weather Response received in 2018	-	184,588
Increase / (decrease) in funds designated for a specific purpose	165,861	409,452
Tusla funds received for 2020 for Domestic Abuse Service	93,493	-
Tusla funds received for Solas Óg programme	5,000	-
Housing First funds received for 2020	31,228	-
Donation of a Van for Meals on Wheels	-	1,500
Total	2,369,008	983,107

A full analysis of reserves at 31st December 2019 is presented in the Statement of Movement in Funds on page 24. At the end of the year the company has assets of €6,665,112 (2018: €4,450,975) and liabilities of €718,823 (2018: €604,054). The net assets of the company have increased by €2,099,369.

Post Balance Sheet Events

The Board of Directors have reviewed the activity and the resources available to the Charity in the period following the balance sheet date and in light of the Covid-19 pandemic, which has had a significantly negative impact on the Irish and global economies in 2020. They have considered the support being made available from their funders and the resources available within the Charity should it be required. In their opinion the Charity will be in a position to continue to carry out operations through the current difficult period and has sufficient reserves to absorb any losses or disruption to activities caused by Covid-19 for at least twelve months from the date of signing the financial statements.

The risks for the organisation are that fundraising activities will be negatively disrupted as a result of cancellation of fundraising events and donors having significantly less disposable income, coupled with an increased demand on services due to hardship caused by Covid-19. In addition to this, the charity shop operated by the Charity is closed to the public in accordance with Government guidelines leading to a period of no income being generated. Finally, the Charity may be negatively impacted as a result of staff absences due to illness caused by Covid-19.

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There is expected to be changes to the delivery of some of the charity's activities in the current environment, however, strategic plans have been drawn up to mitigate against any foreseeable risks. The Directors are therefore confident that the organisation will continue and that the financial statements should be drawn up on a going concern basis.

Strategy

COPE Galway's strategy "Working together towards Home and Community" 2013–2018 concluded during 2019. Overall, in an environment of reduced statutory funding and a crisis-driven external environment, there were significant achievements against the strategic objectives and in parallel COPE Galway has sustained core services and increased many responses to meet growing needs.

Some significant achievements across our service areas were:

Homeless Services

- Provision of emergency accommodation and supports for growing levels of families experiencing homelessness – increased from 19 in 2013 to 187 in 2019
- Thirteen own door emergency / transitional accommodation units in operation for families
- Family-Hub established in conjunction with Galway City Council
- Securing Capital Assistance Funding (CAS) to purchase three housing units used to accommodate singles in shared settings and secured the use of three others houses from Galway City Council for the same purpose, accommodating 24 single people
- Introduced life skills support programme for single people in communal housing
- Annual provision of Cold Weather Response
- Conducting regular street outreach to identify and signpost rough sleepers
- Appointment of a new Head of Homeless Services

Domestic Abuse Services

- Construction work commenced of new domestic abuse service and refuge at Forster Street – due for completion in April 2020
- Successfully tendered with Tusla to deliver outreach service in Galway City and County (exclusive of South East Connemara)
- Expanded childcare responses and community childcare outreach in conjunction with support from a Donor Advised Fund via The Ireland Funds
- Input on domestic abuse for health professionals and third level students
- Developing expertise on child to parent violence
- Parenting programmes and supports developed and delivered
- Schools and colleges awareness raising campaigns

Older People's Services

- Offering highly valuable nutritional, social and emotional supports across all service areas
- Increase in number and locations of lunch clubs (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 3 housing clusters for older people
- Development of Meals4Health Social Enterprise

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

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

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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 & 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: Being effective and influential through using research-led and evidence-based advocacy to influence and change thinking within the policy environment and the system of resource allocation at local, regional and national levels.

Impact: Creating momentum for change by improving and demonstrating our impact in strategic ways, and

Sustainable Funding Model: Growing our overall funding model, and 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, and investing in social enterprise projects and other sources of revenue that can generate new income streams for COPE Galway. 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. As part of our strategic plan, COPE Galway, will implement a reserve policy that will work towards a target of having 3 months operating costs in reserve.

Given the current pandemic affecting the entire nation and the Community & 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 our strategy will be finalised and launched in 2020.

Principal Risks and uncertainties

The Directors have identified that the key risks and uncertainties the organisation faces relate to:

- The chronic lack of housing for clients of our services (albeit that some opportunities are now arising due to unexpected availability of housing)
- The risk of inadequate resources to support a fit for purpose organizational structure to meet increasing service needs and compliance requirements in accordance with company, governance, health and safety, and other legislation
- Inadequate resources to support appropriate salary levels equating to those in the statutory sector leading to difficulties in retention and recruitment

The company mitigates these risks as follows:

- Continuing to develop a strong advocacy function to support clients to access housing, and developing a property portfolio to meet some needs
- Continuing to lobby funders for a model of funding which recognizes the need for increased funding in line with increasing needs, and to support a fit for purpose support and pay structure enabling best practice service delivery and standards
- Continually monitoring the level of activity, preparing and monitoring its budgets targets and projections
- Developed a strategic plan which will allow for the increase and diversification of funding and activities; and taking into account the changed landscape relating to Coronavirus COVID 19.
- Closely monitoring emerging changes to regulations and legislation on an on-going basis

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Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with governance standards, health and safety of staff, volunteers, clients and visitors to the centres and all other legislative requirements.

Structure, Governance and Management

COPE Galway has been providing social services in Galway since the 1970s. Originally called Galway Social Service Council, the organisation was established by the Galway Diocese. In 1996 the name was changed to Galway Voluntary Social Services Limited, in 2000 the name was changed to COPE (Crisis Housing Caring Support) Limited and in 2008 the organisation was re-launched as COPE Galway to signify that all the services are provided in Galway city and county.

As required by the Companies Act 2014 the company adopted an updated Constitution in October 2016 and the name was changed officially to COPE Galway company limited by guarantee.

The organisation is a company limited by guarantee. The company does not have a share capital and consequently the liability of members is limited, subject to an undertaking by each member to contribute to the net assets or liabilities of the company on winding up such amounts as may be required not exceeding one Euro (€1).

The charity has been granted charitable tax status under Sections 207 and 208 of the Taxes Consolidation Act 1997, Charity No CHY 6339 and is registered with the Charities Regulatory Authority no: 20011314.

In accordance with best governance practice, COPE Galway continues to operate to the highest standards of transparency and accountability. As an organisation, we manage our resources efficiently in order to deliver the best possible service at the least cost.

COPE Galway were among the first signatories to the Governance Code for the Community & Voluntary sector in Ireland. We continue to comply with the Governance Code, and we confirm that in 2018 COPE Galway commissioned an external review of our compliance with this code. We are also signed up to the Statement of Guiding Principles for Fundraising, and the Voluntary Regulation Code for Housing Associations. COPE Galway is also preparing our submission for the Charity Regulator to demonstrate our compliance with the new Charity Governance Code. Our Board of Management is 100% voluntary.

Directors and Secretary

The present membership of the board is listed in the information page.

During 2019, COPE Galway's Board of Management held 6 Board meetings with 69% attendance overall. The following persons held the various seats on the Board of Directors and attended board meetings as listed:

Board Member	Role/Representative	Terms in years As of 2019	Attendance at Board meetings
Eamon Bradshaw (Chair)	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 & Communications	6	5/6
Sean Silke	Human Resources	6	4/6
John Royliston	Business	5	4/5
Deirdre Squires	Older Persons'	2	4/6
Adrian Callanan	Business	2	4/6
Dr Connie Healy	Legal and Advocacy	2	3/6
Dr Seamus Lennon	Quality	1	4/6
Padraic Timon	Business Representative	1	1/2

COPE Galway CLG
Year Ended 31 December 2019
Directors' Report

Five sub-committees of the Board were in operation to support the delivery of our Strategy. During 2019 some of these sub-committees were stepped down due to the ending of our strategy 2013–2018 and the preparation of our new strategy during 2019. New Sub- committee structures will be established during 2020 to support the implementation of our new strategy.

Various members of the board sat on these sub committees during 2019 as follows:

Subcommittee	No. of meetings in 2019		
Delivering Outcomes	2 meetings	Deirdre Squires 1/2	
Developing our Organisation	3 meetings	Sean Silke 2/3	
Advocating for Change	3 meetings	Paul Dilger 3/3	Connie Healy 1/3
Property & Finance	4 meetings	Adrian Callanan 4/4	John Royleston 1/4 Fr Joe Roche 0/4
Audit & Risk	5 meetings	John Royleston 2/5	Seamus Lennon 5/5

John Royleston resigned as a director in November 2019, as did Dr Connie Healy in December 2019. Padraic Timon was appointed as director in September 2019.

Accounting Records

The Directors acknowledge their responsibilities under Sections 281 to 285 of the Companies Act 2014 to keep adequate accounting records for the company. In order to comply with the requirements of the act, a full-time financial controller is employed. The accounting records of the company are kept at the registered office and principal place of business at Calbro House, Tuam Road, Galway.

Audit Committee

The audit committee has been established to assist the Board of Directors in meeting its responsibilities in;

- (i) preparing the Annual Report and financial statements in accordance with applicable Irish law and accounting framework (SORP and FRS 102) and
- (ii) Ensuring the company maintains pro per accounting records.
- (iii) Compliance monitoring in recognition of the growing compliance and regulatory requirements.

Remit of Committee

Oversight function which gives assurances to the Board that there are adequate systems and controls in place to enable COPE Galway to meet its legislative requirements, best practice, and stewardship regarding the income received and spend. This involves ensuring that we have standard procedures in place which we are complying with and receiving external assurances to that effect.

Membership During 2019

Dr Seamus Lennon and John Royleston (Board members), Bernadette Costello (External independent representative), Andrea Fitzpatrick staff representative.

In attendance

Neil McNeil Head of Finance, Jacque Horan CEO

COPE Galway CLG
Year Ended 31 December 2019
Directors' Report

Meetings

5 Meetings of the Audit & Risk committee took place in 2019 – January, March, April (focus on financial audit), June & November.

On behalf of the board;



Mr Eamon Bradshaw
Director



Mr Seamus Lennon
Director

Date: 8th May 2020

COPE Galway CLG

Year Ended 31 December 2019

Directors' Responsibilities Statement

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with Irish law and regulations.

Irish Company law requires the directors to prepare financial statements for each financial year. Under the law the directors have elected to prepare the financial statements in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the accounting standards issued by the Financial Reporting Council, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102"). Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as to the financial year end and of the profit or loss of the company for the financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets liabilities, financial position and profit or loss of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements and directors' report comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

On behalf of the board



Mr Eamon Bradshaw
Director



Mr Seamus Lennon
Director

DATE: 8th May 2020

COPE Galway CLG

Independent Auditors Report to the Members of COPE Galway CLG on the audit of the financial statements for the year ended 31 December 2019

Opinion

We have audited the financial statements of COPE Galway CLG for the financial year ended 31 December 2019 which comprise of the Statement of Financial Activities (incorporating Income and Expenditure Account), the Balance Sheet, the Statement of Changes in Funds, The Statement of Cashflows and the related notes to the financial statements, including a summary of significant accounting policies set out in note 1. The financial reporting framework that has been applied in their preparation is the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland as adapted by Section 1A of FRS 102 and the Companies Act 2014.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2019 and of its profit for the financial year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland as adapted by Section 1A; and
- have been prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which ISAs (Ireland) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

COPE Galway CLG

Independent Auditors Report to the Members of COPE Galway CLG on the audit of the financial statements for the year ended 31 December 2019 (continued)

Other Information

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

In our opinion, based on the work undertaken in the course of the audit:

- we have obtained all the information and explanation which we consider necessary for the purpose of the audit;
- The accounting records of the company were sufficient to permit the financial statements to be readily and properly audited;
- The financial statements are in agreement with the accounting records
- The information given in the Directors Report is consistent with the financial statements and
- The Directors report has been prepared in accordance with the Companies Act 2014

Matters on which we are required to report by exception

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions required by sections 305 to 312 of the Act are not made. We have nothing to report in this regard.

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the management either intends to liquidate the company or to cease operations, or have no realistic alternative but to do so.

COPE Galway CLG

Independent Auditors Report to the Members of COPE Galway CLG on the audit of the financial statements for the year ended 31 December 2019 (continued)

Auditor's responsibilities for the audit of the financial statements

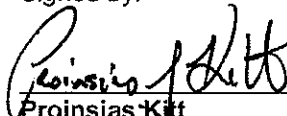
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA website at: http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf. This description forms part of our audit report.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Signed by:


Proinsias Kitt
For and on behalf of:
DHKN

Date: 8th May 2020

Galway Financial Services Centre
Moneenageisha Road
Galway

COPE Galway CLG

Year Ended 31 December 2019

Statement of Financial Activities (Incorporating Income & Expenditure Account)

	Notes	2019 Unrestricted €	2019 Designated €	2019 Restricted €	2019 Total €	2018 Total €
Income & Endowments from:						
Donations & Legacies	3	441,327	263,762	398,335	1,103,424	941,073
Charitable Activities	3 3A	606,424	220,500	10,844,615	11,671,539	8,058,320
Other Trading Activities		182,096			182,096	149,473
Investments	4			128	128	349
Other		17,480			17,480	1,870
Total Income		1,247,327	484,262	11,243,078	12,974,667	9,151,085
Expenditure on						
Raising Funds						
Fundraising	5	400,198	21,281	96,330	517,809	314,324
Shop		73,769			73,769	84,085
Charitable Activities	5					
Homelessness Services			40,837	8,250,878	8,291,714	5,978,315
Domestic Violence Services			36,823	1,132,836	1,169,659	1,076,008
Senior Support Services			28,144	716,867	745,012	711,232
Other	6	18,230		59,105	77,335	59,073
Total Expenditure		492,197	127,085	10,256,017	10,875,299	8,223,037
Net income/(expenditure)	7	755,130	357,177	987,062	2,099,369	928,047
Transfer between funds		57,367	(191,316)	133,949	0	0
Net movement in Funds		812,497	165,861	1,121,011	2,099,369	928,047

The financial statements were approved by the Board of Directors on 8th May 2020. They were signed on its behalf by:



Mr Eamon Bradshaw
Director



Mr Seamus Lennon
Director

DATE: 8th May 2020

COPE Galway CLG

Year Ended 31 December 2019

Balance Sheet on as at 31 December 2019

	Notes	2019 €	2018 €
Fixed Assets			
Property, Plant and Equipment	11	5,421,875	2,183,372
Current Assets			
Stock		10,979	5,649
Debtors	12	361,533	380,617
Cash at Bank and in hand	13	870,726	1,881,337
		<u>1,243,237</u>	<u>2,267,603</u>
Creditors: amounts falling due within one year	14	<u>(718,823)</u>	<u>(604,054)</u>
Net Current Assets		524,414	1,663,549
Net Assets		<u>5,946,290</u>	<u>3,846,921</u>
The Funds of the Charity			
Unrestricted Funds			
- General Funds		905,740	93,242
- Designated Funds		1,204,585	1,038,829
Restricted Funds			
- Capital Funds		<u>3,835,965</u>	<u>2,714,850</u>
Total Funds		<u>5,946,290</u>	<u>3,846,921</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with Financial Reporting Statement 102 "The financial Statement Reporting Standard applicable in the UK and Republic of Ireland". The financial statements were approved by the Board of Directors and authorised for issue on 8th May 2020. They were signed on its behalf by:



Mr Eamon Bradshaw
Director



Mr Seamus Lennon
Director

DATE: 8th May 2020

COPE Galway CLG
Year Ended 31 December 2019

Statement of Movement in Funds

	Unrestricted General €	Unrestricted Designated €	Restricted €	Total €
Balance 01/01/18	45,996	629,376	2,243,502	2,918,874
Net Income/(Expenditure) 2018	<u>47,246</u>	<u>409,453</u>	<u>471,348</u>	<u>928,047</u>
Balance at 31/12/18	93,242	1,038,829	2,714,850	3,846,921
Balance 01/01/19	93,242	1,038,829	2,714,850	3,846,921
Net Income/(Expenditure) 2019	<u>812,498</u>	<u>165,861</u>	<u>1,121,010</u>	<u>2,099,369</u>
Balance at 31/12/19	905,740	1,204,585	3,835,965	5,946,290

The General reserve represents the free funds of the charity which are not designated for particular purposes. This includes COPE Galway's investment of €932,679 in the new Domestic Abuse facility at Modh Eile House in Forster Street, which covers the non Capital Assistance Scheme element of the project.

Designated Reserves represents funds of the charity which have been designated for particular purposes or services.

Restricted reserves represent the following:

- the capital reserves awarded to acquire tangible fixed assets, depreciated in line with the related assets (€3,706,242) and
- €93,495 in relation to funds received from Tusla towards the running of Modh Eile in 2020.
- €5,000 in relation to funds received from Tusla for the Solas Og programme.
- €31,228 in relation to funds received from Galway City Council towards the running of the Housing First project in 2020.

COPE Galway CLG
Year Ended 31 December 2019
Statement of Cashflows

		<u>2019</u>	<u>2018</u>
Cashflow from Operating Activities			
Cash generated from operations	15	2,305,227	819,172
Cash flows from investing activities			
Purchase of tangible assets		(3,315,838)	(331,675)
		<u>(1,010,611)</u>	<u>487,496</u>
Net increase/(decrease) in cash and cash equivalents		(1,010,611)	487,496
Cash and cash equivalents at beginning of year		1,881,337	1,393,840
Cash and cash equivalents at end of year	16	<u>870,726</u>	<u>1,881,337</u>

COPE Galway CLG
Year Ended 31 December 2019
Accounting Policies

1. ACCOUNTING POLICIES

COPE Galway CLG financial statements are prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with accounting standards issued by the Financial Reporting Council, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") as adapted by Section 1A of FRS 102 and the Companies Act 2014. COPE Galway CLG is a Company Limited by guarantee providing services and supports for people affected by Homelessness, Women and Children experiencing Domestic Violence, and Older people. Cope Galway CLG is a public benefit entity incorporated in Ireland with a registered office at 2-5 Calbro House, Tuam Road, Galway

COPE Galway is a local Galway organisation providing services and supports for people affected by Homelessness, Women and Children experiencing Domestic Violence, and Older People.

The significant accounting policies adopted by the Company and applied consistently are as follows:

(a) Basis of preparation

The Financial Statements are prepared on the going concern basis, under the historical cost convention, and comply with the financial reporting standards of the Financial Reporting Council including FRS 102 "The Financial Reporting Standard applicable in the UK and the Republic of Ireland" (FRS 102) as adapted by Section 1A of FRS 102 and the Companies Act 2014 and in accordance with the Statement of Recommended Practice for charities.

The financial statements are prepared in Euro which is the functional currency of the company.

(b) Statement of Financial Activities

Income

All incoming resources are included in the Statement of Financial Activity (incorporating Income and Expenditure Account) when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. The following specific policies are applied to particular categories of income:

- **Donations and Legacies**
Donations, gifts and legacies are included in full in the Statement of Financial Activity when receivable.
- **Income from Charitable Activities**
Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Rent receipts are recognised when received and Meal receipts are recognised on an invoice basis.
- **Donated services and facilities are included at the value to the charity where this can be quantified.**
The value of services provided by volunteers has not been included in these accounts.
- **Other Trading and Investment income is included when received.**

COPE Galway CLG
Year Ended 31 December 2019
Accounting Policies

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income, the costs of the fundraising department including costs in relation to fundraising events and the operating costs of the Charity Shop.
- Charitable activities expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned as set out in Note 5.

(c) Tangible fixed assets

(i) Cost

Property, plant and equipment are recorded at historical cost or deemed cost, less accumulated depreciation and impairment losses.

Freehold premises are stated at cost less accumulated depreciation and accumulated impairment losses

Equipment and fixtures and fittings are stated at cost less accumulated depreciation and accumulated impairment losses.

(ii) Depreciation

Depreciation is provided on property, plant and equipment, on a straight-line basis, so as to write off their cost less residual amounts over their estimated useful economic lives.

The estimated useful economic lives assigned to property, plant and equipment are as follows:

Buildings	2% straight line on cost
Motor vehicles	12.5% straight line on cost
Office Equipment,	15% straight line on cost
Fixtures and Fitting & equipment	15% straight line on cost

The company's policy is to review the remaining useful economic lives and residual values of property, plant and equipment on an on-going basis and to adjust the depreciation charge to reflect the remaining estimated useful economic life and residual value.

Fully depreciated property, plant & equipment are retained in the cost of property, plant & equipment and related accumulated depreciation until they are removed from service. In the case of disposals, assets and related depreciation are removed from the financial statements and the net amount, less proceeds from disposal, is charged or credited to the Statement of Financial Activities.

The building donated to COPE Galway during the year ended 31st December 2014 for the new refuge will not be depreciated until it is substantially ready for use.

COPE Galway CLG
Year Ended 31 December 2019
Accounting Policies

(d) Taxation

No charge to current or deferred taxation arises as the charity has been granted charitable status under Sections 207 and 208 of the Taxes Consolidation Act 1997, Charity No CHY 6339. The charity is eligible under the "Scheme of Tax Relief for Donations to Eligible Charities and Approved Bodies under Section 848A Taxes Consolidation Act, 1997" therefore income tax refunds arising from donations exceeding €250 per annum are included in unrestricted funds.

Irrecoverable value added tax is expended as incurred.

(e) Retirement Benefits

Retirement benefits are met by payments to a PRSA scheme. Contributions are charged to the Statement of Financial Activities in the year in which they fall due. The assets are held separately from those of the company in an independently administered fund. Differences between the amounts charged in the Statement of Financial Activities and payments made to PRSA are treated as assets or liabilities.

(f) Stocks

Stocks comprise consumable items and goods held for resale. Inventories are stated at the lower of cost and net realisable value. Where stock is received in a non-exchange transaction, stock is valued at the fair value of the stock received that being the price the entity would have to pay if that stock were purchased on an open market basis. Cost is calculated on a first in, first out basis and includes invoice price, import duties and transportation costs. Net realisable value comprises the actual or estimated selling price less all further costs to completion or to be incurred in marketing, selling and distribution.

At the end of each reporting period inventories are assessed for impairment. If an item of stock is impaired, the identified inventory is reduced to its selling price less costs to complete and sell and an impairment charge is recognised in the profit and loss account. Where a reversal of the impairment is recognised the impairment charge is reversed, up to the original impairment loss, and is recognised as a credit in the statement of financial activities.

(g) Interest Receivable

Interest received on the company's investments is recorded as income in the year in which it is earned and included in unrestricted funds.

(h) Trade and other debtors

Trade and other debtors are recognised initially at transaction price. A provision for impairment of trade receivables is established when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of receivables. The amount of the provision is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. All movements in the level of provision required are recognised in the statement of financial activities.

(i) Cash and cash equivalents

Cash and cash equivalents include cash on hand, demand deposits and other short-term highly liquid investments.

(j) Trade and other creditors

Trade and other creditors are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised at the transaction price.

COPE Galway CLG
Year Ended 31 December 2019
Accounting Policies

(k) Fund Accounting

The following funds are operated by the Charity

Restricted Funds

Restricted Funds represent grants, donations or other income received which can only be used for particular purposes specified by the grantors or donors binding on the Directors. Such purposes are within the overall aims of the charity.

Unrestricted Funds

Unrestricted Funds represent amounts which are expendable at the discretion of the Directors in furtherance of the objectives of the charity and which have not been designated for other purposes. Such funds may be held in order to finance working capital or capital expenditure.

Designated Funds

Designated funds are unrestricted funds earmarked by the Directors for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements. The designations have an administrative purpose.

(l) Sinking Fund

There is a sinking fund established to meet the costs of major renovations and repairs of €40,000.

(m) Employee Benefits

The company provides a range of benefits to employees, including paid holiday arrangements and contribution to PRSA scheme.

(i) Short term benefits

Short term benefits, including holiday pay and other similar non-monetary benefits, are recognised as an expense in the period in which the service is received.

(ii) Retirement benefits

The Company operates a PRSA Plan for its employees on a voluntary basis. This is a pension plan under which the company pays fixed contributions into a separate fund in the employee's name.

The company has no further payment obligations once the contributions have been paid.

COPE Galway CLG
Year Ended 31 December 2019
Notes to the Accounts

2. CRITICAL ACCOUNTING JUDGEMENTS AND ESTIMATES

The preparation of these financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses.

Judgements and estimates are continually evaluated and are based on historical experiences and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

(a) Establishing useful economic lives for depreciation purposes of property, plant and equipment

Long-lived assets, consisting primarily of property, plant and equipment, comprise a significant portion of the total assets. The annual depreciation charge depends primarily on the estimated useful economic lives of each type of asset and estimates of residual values. The directors regularly review these asset useful economic lives and change them as necessary to reflect current thinking on remaining lives in light of prospective economic utilisation and physical condition of the assets concerned. Changes in asset useful lives can have a significant impact on depreciation and amortisation charges for the period. Detail of the useful economic lives is included in the accounting policies.

(b) Providing for doubtful debts

The company makes an estimate of the recoverable value of trade and other debtors. The company uses estimates based on historical experience in determining the level of debts, which the company believes, will not be collected. These estimates include such factors as the current credit rating of the debtor, the ageing profile of debtors and historical experience. Any significant reduction in the level of customers that default on payments or other significant improvements that resulted in a reduction in the level of bad debt provision would have a positive impact on the operating results. There is currently no provision in the accounts, however this is reviewed on an on-going basis.

COPE Galway CLG
Year Ended 31 December 2019
Notes to the Accounts

3. INCOME

All income derives from activities in the Republic of Ireland.

Donations & Legacies income is broken down as follows:

	2019	2018
	€	€
Fundraising Events	369,194	346,344
Donations	352,197	558,170
Corporate Funding	382,033	36,558
	<u>1,103,424</u>	<u>941,073</u>

Included in Donations is €95,000 received from Lifes2good Foundation towards the Modh Eile Capital Fundraising Campaign (new Domestic Violence refuge in Forster Street).

The company received the following income for Charitable Activities during the year:

	2019	2018
	€	€
Health Service Executive – Homeless Funding	1,500,780	1,527,889
Health Service Executive – Older Peoples Services	154,000	154,000
Tusla – The Child & Family Agency (see appendix 4)	955,189	824,381
Galway City Council – Homeless Funding	1,469,908	1,277,099
Galway City Council – Capital Assistance Scheme Grant	1,771,293	387,567
Galway City Council – Private Emergency Accommodation	3,778,653	2,160,240
Galway County Council – Private Emergency Accommodation	1,129,730	928,534
Childcare Subvention (Dept of Children and Youth Affairs)	71,358	46,800
Commission for Supporting Victims of Crime (DJELR)	6,200	6,200
Rental Income	243,116	239,383
Meal Receipts	363,308	333,757
The Ireland Funds – Donor Advised Fund	150,000	0
The Community Foundation for Ireland – Donor Advised Grant	0	53,000
Social Innovation Fund	0	51,413
The Ireland Funds – Promising Ireland Campaign	20,000	20,000
The Ireland Funds – Community Lunch Clubs Starter Packs	0	15,448
The Community Foundation for Ireland: Getting Out, Getting On Grant	0	10,000
TE Connectivity Grant	0	6,590
ESB Energy for Generations Grant	9,600	0
The Community Foundation for Ireland	6,080	0
Lottery Funding	4,000	3,000
Get Galway Growing Grant	650	650
Galway Roscommon ETB	1,230	2,350
Age & Opportunity – Go for Life Grant	750	300
The Community Foundation for Ireland – Comic Relief	20,000	0
The Community Foundation for Ireland – Children’s coding workshop	1,000	0
Loreto Foundation	5,730	0
Other Miscellaneous	7,964	8,219
Galway 2020	1,000	1,500
	<u>11,671,539</u>	<u>8,058,320</u>

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Notes to the Accounts

3A. INCOME

Included in Restricted Charitable Activities income is €4,908,383 (2018:€3,088,774) received from Galway City Council and Galway County Council to reimburse the cost of the Emergency Accommodation paid out by COPE Galway on behalf of both Galway City Council and Galway County Council as detailed in note 5 of the accounts.

4. INVESTMENT INCOME

	2019	2018
	€	€
Interest received	128	349

5. EXPENDITURE

Expenditure on Charitable Activities 2019

	Homeless	Domestic	Older	2019	2018
	€	Violence	People	€	€
		€	€		
Direct Costs					
- Staff Costs	2,459,928	876,755	331,515	3,668,198	3,233,459
- Client Food Costs	95,124	17,289	158,611	271,024	260,609
- Service Overheads	454,627	112,861	132,294	699,783	649,614
- Client Support Services	40,837	36,823	28,144	105,804	118,408
- Emergency Accommodation	4,908,383	-	-	4,908,383	3,088,774
Total Direct Costs	7,958,889	1,043,728	650,564	9,653,192	7,350,866
Support Costs	332,815	125,932	94,448	553,194	414,690
Total Expenditure	8,291,714	1,169,660	745,012	10,206,386	7,765,556

Expenditure on Raising Funds 2019: Reflects the expenditure of the fundraising department and the operation of the Charity Shop.

	Fundraising	Shop	2019	2018
	€	€	€	€
Direct Costs				
- Staff Costs	288,760	34,403	323,163	253,844
- Event Costs	76,047	0	76,047	30,651
- Service Overheads	126,017	34,868	160,885	91,294
Total Direct Costs	490,824	69,271	560,095	375,789
Support Costs	26,985	4,498	31,483	22,620
Total Expenditure	517,809	73,769	591,578	398,409

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All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned as set out below:

	Total	Fundraising	Homeless	Dom Violence	Older People
Support Services	584,678	31,483	332,815	125,932	94,448

Support services include senior management, finance, budgeting and accounting, payroll, human resources, communications and advocacy, volunteer co-ordination and all related overheads. The costs of these services have been allocated on the basis of headcount at 31st December 2019.

6. NET INCOME IS STATED AFTER CHARGING

	2019	2018
	€	€
Depreciation	77,335	59,073

7. NET INCOME OF €2,099,369 (2018: €928,047)

The net income figure of €2,099,369 is a direct result of SORP accounting.

SORP accounting states that all income must be shown in the Statement of Financial Activates (incorporating the income and expenditure Account) including the following income which would normally be credited to the Balance sheet and not included in income in the income and expenditure account.

	2019	2018
	€	€
Capital Funding for Domestic Violence refuge	1,746,018	139,637
Capital Funding for the purchases of Rental Property	25,275	247,930
Capital Fundraising surplus for Modh Eile House	302,133	-
Grant for 2019 Cold Weather Response received in 2018	-	184,588
Increase / (decrease) in funds designated for a specific purpose	165,861	409,452
Tusla funds received for 2020 for the Domestic Abuse Service	93,493	-
Tusla funds received for Solas Og programme	5,000	-
Housing First funds received for 2020	31,228	-
Donation of a Van for Meals on Wheels	-	1,500
Total	2,369,008	983,107

8. DIRECTORS REMUNERATION AND TRANSACTIONS

No Directors receive any remuneration for their services as directors. Padraig Cunningham is the staff representative on the Board of Directors. While he receives no remuneration for his services as Director, he is paid a salary for his role as Fairgreen Team Leader in line with COPE Galway salary scales. Given his role on the Board of Directors his average remuneration costs have been included in key management compensation below.

Key management includes the Board of Directors (executive and non-executive), all members of the Company Management and the Company Secretary. The compensation paid or payable to key management for employee services is shown below:

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Notes to the Accounts

	2019 €	2018 €
Key management compensation		
Salaries and PRSA costs	389,191	369,476

9. STAFF NUMBERS AND COSTS

	2019	2018
The average number of employees was as follows:		
Homelessness	74	65
Domestic Violence	28	24
Older People's Services	21	20
Fundraising	7	6
Support services	<u>10</u>	<u>9</u>
	<u>140</u>	<u>124</u>

The aggregate payroll costs of these employees were as follows:

	2019 €	2018 €
Wages & Salaries	4,047,007	3,467,324
Employers PRSI Contributions	416,118	355,002
Retirement Benefits	<u>76,927</u>	<u>71,889</u>
	<u>4,540,052</u>	<u>3,894,215</u>

The number of employees whose salary was greater than €60,000 was 5, as follows:

	2019 Number	2018 Number
Salary range		
€60,000 - €69,999	3	3
€70,000 - €79,999	2	1

The salary paid to the CEO for 2019 was €74,551 (full time position).

All of the employees above are members of the COPE Galway PRSA scheme and employers contributions of 5% were made on their behalf during the year.

10. TAX ON SURPLUS ON ORDINARY ACTIVITIES

No charge to current or deferred taxation arises as the charity has been granted charitable status under Sections 207 and 208 of the Taxes Consolidation Act 1997.

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Notes to the Accounts

11. TANGIBLE FIXED ASSETS

	Land & Buildings €	Office Equipment €	Fixtures and Fittings €	Motor Vehicles €	Total €
<u>Costs</u>					
At beginning of year	2,637,754	158,859	544,950	94,298	3,435,861
Additions in year	3,263,288	2,915	49,635	0	3,315,838
At end of year	5,901,042	161,774	594,585	94,298	6,751,699
<u>Depreciation</u>					
At beginning of year	540,257	135,859	528,163	48,211	1,252,490
Charge for Year	51,890	4,496	12,504	8,444	77,334
At end of year	592,147	140,355	540,667	56,655	1,329,824
<u>Net book value</u>					
At 31 December 2019	5,308,895	21,419	53,918	37,643	5,421,875
At 31 December 2018	2,097,497	23,000	16,787	46,087	2,183,371

There were no assets held under finance lease included in the tangible fixed assets.

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Notes to the Accounts

12. DEBTORS

	2019	2018
	€	€
Trade debtors	162,344	215,201
Prepayments	29,012	23,808
Accrued Income	116,582	62,720
Other Debtors	53,595	78,888
	<u>361,533</u>	<u>380,617</u>

The fair values of trade and other receivables approximate to their carrying amounts.

13. CASH AND CASH EQUIVALENTS

Cash equivalents are short-term, highly liquid deposits and investments that are readily convertible to known amounts of cash and that are subject to an insignificant risk of changes in value. Therefore, a bank deposit or investment normally qualifies as a cash equivalent only when it has a short maturity of, say, three months or less from the date of acquisition.

	2019	2018
	€	€
Cash and Bank Balances	870,726	1,881,337
Cash Equivalents	-	-
	<u>870,726</u>	<u>1,881,337</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019	2018
	€	€
Trade creditors	402,953	216,600
PAYE/PRSI	100,987	179,503
Accruals and other creditors	214,883	207,951
	<u>718,823</u>	<u>604,054</u>

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Year Ended 31 December 2019
Notes to the Accounts

15. RECONCILIATION OF OPERATING SURPLUS TO NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES

	2019 €	2018 €
Net Incoming Resources	2,099,369	928,047
Adjustments for		
Depreciation	77,335	59,073
Changes in Working Capital		
Movement in Stock	(5,330)	470
Movement in Debtors	19,085	(119,811)
Movement in Creditors	114,769	(48,607)
Net cash generated from operating activities	<u>2,305,027</u>	<u>819,172</u>

16. ANALYSIS OF CASH AND CASH EQUIVALENTS

	31 Dec 2018 €	Flow €	31 Dec 2019 €
Cash in Hand	1,881,337	(1,010,611)	870,726

17. SHARE CAPITAL AND MEMBERS LIABILITIES

The company is limited by guarantee, not having a share capital and consequently the liability of members is limited, subject to an undertaking by each member to contribute to the net assets or liabilities of the company on winding up such amounts as may be required not exceeding one Euro (€1).

18. CAPITAL COMMITMENTS

COPE Galway are committed to paying Carey Developments Limited €873,489 for the completion of the development of a purpose build Domestic Abuse Service. COPE Galway will recoup 60% of the above amount through the Capital Assistance Scheme.

COPE Galway have entered into a contract with Cortoon Developments for €38,907 for the refurbishment of the Charity Shop at Lismoyle House.

COPE Galway CLG
Year Ended 31 December 2019
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19. RETIREMENT BENEFITS INFORMATION

	2019	2018
	€	€
Retirement Benefits	<u>76,927</u>	<u>71,889</u>

Contributions outstanding at year-end amounted to €23,960 (2018: €21,669).
The charity operates PRSA scheme that is open to substantially all the employees of the charity.

20. RELATED PARTY TRANSACTIONS

Ms Hannah Kiely is a Director of COPE Galway. She resigned her position as non-executive director of HC Financial Advisers Limited during the year-end 31st December 2018, who are advisors to COPE Galway on their PRSA scheme.

Former director, John Royliston, has provided a number of properties that he has an interest in to Cope Galway at market rent for the provision of private emergency accommodation.

21. POST BALANCE SHEET EVENTS

The Board of Directors have reviewed the activity and the resources available to the Charity in the period following the balance sheet date and in light of the Covid-19 pandemic, which has had a significantly negative impact on the Irish and global economies in 2020. They have considered the support being made available from their funders and the resources available within the Charity should it be required. In their opinion the Charity will be in a position to continue to carry out operations through the current difficult period and has sufficient reserves to absorb any losses or disruption to activities caused by Covid-19 for at least twelve months from the date of signing the financial statements.

The risks for the organisation are that fundraising activities will be negatively disrupted as a result of donors having significantly less disposable income, coupled with an increased demand on services due to hardship caused by Covid-19. In addition to this, the charity shop operated by the Charity is closed to the public in accordance with Government guidelines leading to a period of no income being generated. Finally, the Charity may be negatively impacted as a result of staff absences due to illness caused by Covid-19.

There is expected to be changes to the delivery of some of the charity's activities in the current environment, however, strategic plans have been drawn up to mitigate against any foreseeable risks. The Directors are therefore confident that the organisation will continue and that the financial statements should be drawn up on a going concern basis.

22. APPROVAL OF THE FINANCIAL STATEMENTS

The Directors approved the financial statements on the 8th May 2020.

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Year Ended 31 December 2019
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Appendices

Appendix 1- Homeless Services Descriptions

COPE Galway operates a range of services for people who are homeless or at risk of homelessness in Galway City including:

Day Centre at Teach Corrib

Targeted to single person households who are homeless or at risk of homelessness in Galway City. Services include the provision of information and referral to accommodation and mainstream services and assistance in securing long term accommodation. Food and access to washing and laundry facilities are available.

Family Support Services

Working with and supporting families who are homeless or at risk of homelessness including providing and placing families in emergency accommodation (operating some of this accommodation directly in the form of self-contained units at various locations in the community); homeless prevention interventions, resettlement and tenancy support and the provision of information and referral to mainstream services and assistance in securing long term housing.

Family Hub

Provides short term accommodation (STA) for up to 10 families. Families have access to cooking and communal facilities including outdoor and indoor play areas and on-site laundry facilities. The focus of the work with clients is on progressing towards long-term housing. Staff work with and support families to identify and secure housing in the community and provide some post settlement support.

Resettlement and Tenancy Support Services

Focused on supporting people through their transition to independent living when moving out of homelessness and for the period required to help establish and sustain their tenancy.

Transitional and Community Accommodation

Includes the Towards Independence Project and other transitional and community-based accommodation for single person households which prioritises referrals from COPE Galway emergency accommodation services.

Fairgreen Hostel

A 26-bedroom emergency accommodation hostel for men who are homeless. The service operates to a harm reduction approach in working with those actively misusing alcohol and/or drugs

Osterley Lodge

A 12-bedroom emergency accommodation and support service for single women who are experiencing homelessness.

The Cold Weather Response

A winter initiative that runs for approximately 20 weeks to provide overnight accommodation and address the needs of people who sleep rough in Galway.

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Year Ended 31 December 2019
Appendices

Appendix 2 – Domestic Abuse Descriptions

COPE Galway operates a range of services for women and children who are experiencing domestic abuse in Galway City and County including:

24 Hour Refuge

Our 24-hour refuge (the only one in the Western Region) offers accommodation to women and children who need a safe place to stay. It allows a woman who takes the step to leave an abusive home to be safe whilst she considers her next steps and explores options as to what she thinks best for herself and any children she may have. This can include understanding her rights in respect of the law and its protections, as well as in the areas of welfare, health, well-being and housing.

Children's Services

Our Children's Service aims to meet the specific and unique needs of children who come to the refuge with their mothers. Our Children's Service team are all qualified and experienced in childcare and development, and create a fun, relaxed, safe and warm environment, which supports each child, as well as providing very necessary support to the mother in her parenting role.

Outreach Service

Our Outreach Service works with women in a community setting. Many women avail of our Domestic Abuse Support Service without ever needing to stay in our refuge. In the same way, however, they are allowed space and time to consider their needs and wants, and to explore options available to them.

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Year Ended 31 December 2019

Appendices

Appendix 3 – Supports & Services for Older People Descriptions

Community Catering Meals on Wheels

Provides a key service to many older people in our community. The service allows couples and individuals to enjoy the benefit of living at home without the pressure of having to cater for their dietary needs. The team at community catering are also immensely proud to enable the provision of safe, productive, progressive work placements for individuals gaining skills and training through organisations such as Employability, Brain Injury Quest, Ability West and National Learning Network

Meals4Health

Our social enterprise, Meals4Health, supports older people and people living with chronic illness who need specialised nutritional support. Our fresh ready meals are suited to the dietary needs of older people, and are delivered to people at home. In 2019 Meals4Health won the National Age Friendly Business Innovation Award. Meals4Health was developed with the support of the Social Innovation Fund Ireland's Animate and Social Enterprise Development Funds, Medtronic, IPB Insurance and the Department of Rural and Community Development.

Community Lunch Clubs

Provides nutritious meals, company, and friendship, along with activities, information and support. The aim is to reduce isolation and help older people maintain links with their community. Our Community Worker helps local communities/organisations to set up, and then local volunteers run the Lunch Clubs for older people in their area.

Sonas Day Centre

Our drop-in centre for older residents in Mervue and surrounding areas aims to ensure that no older person is isolated and continues living a healthy independent life in their own home. Sonas is a social space for people to come and meet friends and take part in activities such as art classes, exercise classes, movie afternoons, knitting classes, weekly lunch clubs and breakfast mornings. We offer practical supports such as help with a range of health, welfare and housing issues that older people may have as well as a laundry service and form filing. This year, we were also able to extend our Sonas Day Centre garden, which now has a new greenhouse and shed.

Community Support Projects

Our Community Support workers provide social and emotional support through regular visits to people who are living alone. While many older people today have very supportive families, friends and neighbours to lend a hand, those without this support can often feel isolated, lonely and at a loss as to how to secure the services and supports they need. We provide one-to-one or group support in, for example, accessing relevant services, benefits and information and help navigate what are often complicated and time-consuming processes, such as online information and access or auto attendant phone responses. We also support Residents' Association meetings and liaise with Galway City Council Tenant Liaison Officers; community Gardaí and other community supports. We access funding to organise classes, for example, on gardening, computer skills, yoga and art. Taking part in shared activities in an informal learning setting is enjoyable, good for mental health and supports community spirit.

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Year Ended 31 December 2019
Appendices

Appendix 4 – Tusla Funding and Expenditure Statement

Grant funding in the amount of €853,988 received in 2019 was spent solely for the purposes of the Tusla funded service areas as outlined below.

Income	2019	2018
	€	€
Tusla Funding	853,988	821,881
Administration Expenses		
Salaries & Pension	767,407	758,318
Travel, Subsistence & Expenses	5,250	4,634
Insurance	8,442	8,645
Light & Heat	10,376	10,526
Maintenance	8,892	12,395
Communications	3,393	3,407
Office Supplies	3,057	4,277
Staff Training	9,927	4,183
Auditor fees	2,312	2,320
Professional & Contract Services	2,482	3,928
Housekeeping	8,021	7,591
IT Costs	3,801	4,606
Support Costs	125,930	94,248
Health & Safety	3,206	7,418
Food Costs	17,289	14,182
Miscellaneous	8,702	18,041
Net Surplus/(Deficit)	<u>(134,499)</u>	<u>(136,838)</u>

An additional €93,493 was received from Tusla in 2019 towards the running of the new Domestic Abuse Service at Modh Eile House in 2020, and €5,000 was received in 2019 towards the Solas Og programme costs in 2020. €2,708 was received from Tusla towards the running of the FEAD programme in 2019. Total funding received from Tusla in 2019 was €955,189.