



Annual Report 2021



MAKING A DIFFERENCE

Empowering
People

Creating
Change

Strengthening
Communities

Homelessness | Domestic Abuse | Senior Support

Our Impact

In **2021**, across our services,
COPE Galway supported:

2,885 people



COPE Galway has been delivering essential social services across Galway City and County for almost 50 years. We understand and are responsive to the needs of people in our community who struggle with the challenges of homelessness and domestic abuse and we support older people towards healthy and active ageing. We seek to make a difference by empowering people, creating change and strengthening communities.

HOMELESS SERVICE

Supports families and individuals in Galway who are homeless or at risk of becoming homeless.

1,316 people



994
Adults



322
Children



119
Families



814
Singles

DOMESTIC ABUSE SERVICE

Supports and empowers women, children and young people who experience domestic abuse.

696 women & their children



117
Women admitted to refuge with **128** children



1,431
Outreach appointments
(**284** outreach clients)



40*
Play therapy sessions for **5*** children



120
Court appointments for **110** women

**successful early therapeutic approach led to drop in need for these sessions*

SENIOR SUPPORT SERVICE

Supports healthy and independent ageing at home.

873 older people



69,730
Meals produced and delivered to **757** individuals



2,798
Individuals helped via FEAD Programme



70
Christmas gifts



400+
Christmas hampers

OUR PEOPLE

391
People



181
Staff



210
Volunteers

Welcome to our 2021 Annual Report

At COPE Galway we believe in social justice for all. In this annual report, you will read about Our People, who bring to life our vision and mission each day and share a passion and dedication for our values. Their work embodies our commitment to understand, respect and respond to the needs of people in our community who struggle with the challenges of homelessness, of women and children who experience domestic abuse and to support older people towards healthy and active ageing.

In 2021 we continued to strive to ensure that our clients, who are at the heart of all that we do, are treated with dignity and respect, without prejudice, and that the outcome of our short time accompanying them on their life's journey has a positive effect. While the challenges of the pandemic and the resulting international and local staffing crisis threatened the smooth and uninterrupted operation of our services, we continued to deliver on our commitment, responding to 2,885 people across our services, which we are proud to say, remained open throughout the year.

These pages give an indication of how we employ a person-centred approach that recognises the attributes and strengths of each individual we work with that can make a positive difference in their own lives. You will read a selection of stories from clients who have pushed through challenges towards a brighter future and from our staff and volunteers who work hard to help the client make this happen.

None of this occurs without the generosity of the community, the strength of our clients, the support of our donors and funders and the resilience and responsiveness of Our People. In this annual report, we hope to shine a light on some of the incredible achievements during 2021 that helps us move closer towards a community where every person is valued, cared for and supported at every stage of life.

**Fáilte chuig ár
dTuarascáil Bhliantúil
2021**



Contents

A Message from our Chairperson	6
A Message from our Chief Executive Officer	7
Strategy 2020-2025	8
Homeless Service	19
Domestic Abuse Service	33
Senior Support Service	47
Advocacy and Awareness	59
Our People	65
Fundraising, Grants and Retail	83
Finance and Governance	91
COPE Galway Financial Statement	103
COPE Galway Services Map	131



A Message from our Chairperson

As we approach 50 years since this incredible organisation first started serving the Galway community, we can take a moment to reflect on the immense impact of COPE Galway's work.

As you will see throughout the pages of this comprehensive annual report and audited accounts, the importance of community, of working together collaboratively, has never shone brighter than when faced with the major challenges and crises we experienced this year.

2021 saw our first full year implementing our five-year Strategic Plan 2020-2025, when, despite the challenges, COPE Galway successfully progressed and achieved specific strategic objectives, thanks to the dedication of Our People – our staff, volunteers and unfailing supporters throughout the year. We have strict measures and standards in place to ensure our Board and Leadership Team honours the trust our funders and supporters place in us by operating to the highest levels of best practice governance.

While 2021 saw our resources stretched beyond the maximum, the responsiveness and resilience of Our People, and of the clients they serve, stood out. In this annual report, you will read inspirational stories from some of the over 180 staff, whose professionalism and dedication shines through as they remained focused on providing person-centred, demand-led services in emergency and crisis situations. I would like to take this opportunity to thank our highly skilled, professional teams, who work tirelessly to meet the immediate and long-term needs of the people we serve.

We owe a debt of gratitude to the 200+ community and corporate volunteers, whose work features in this report. Without you, we could never achieve so much. We are grateful for the expertise and hard work of our volunteer Board of Directors, who, by giving their time and resources, epitomise the values that lead this organisation. I would like to take this

opportunity to commend the immense leadership of my predecessor, Éamon Bradshaw, who stepped down in November 2021.

Throughout the year, it was clear that the people of Galway were eager to support those in our community who are at a vulnerable juncture on their life's journey. Thanks to their generosity, the individuals and businesses that give their time, effort and donations, to funders and to the local agencies with whom we collaborated, COPE Galway has been able to develop various initiatives and projects to directly support the people we serve.

I am constantly bowled over by the stories COPE Galway's staff recount to the Board. The resolve and self-belief of the clients they serve has been palpable throughout this past year. I invite you to read the courageous personal accounts entrusted to us by John and Elizabeth, who hope to inspire others to take that first step towards available supports. I note how difficult it was to tell these traumatic stories and ask you to pause, reflect and absorb the impact of their experiences.

In planning for a challenging social and economic landscape ahead, our focus is on prevention and early engagement work to increase people's capacity and resilience to manage these challenges. In doing so, COPE Galway remains committed to delivering positive impacts for some of our most vulnerable citizens. We hold firm our vision for a community where every person is valued, cared for and supported at every stage of life.

Le gach dea-ghuí,

PADRAIC TIMON

Chairperson

2021 saw an increase on previous year in numbers of people COPE Galway supported across our services:



HOMELESS SERVICE

1,316 People





A Message from our Chief Executive Officer

2021 was our first full year of operating during a pandemic, with all the associated frustrations, confines and mental health implications for the people we serve – and work with – in our communities.

With further relentless challenges presented by crisis after crisis in 2021, it is thanks to the commitment and resilience of our staff and volunteers – Our People – and the strength and determination of our clients that we supported 2,885 people this year.

Our staff continuously found new ways and innovative approaches to progress our clients through our services towards a better quality of life. Our strengths-based approach allows Our People to work towards empowering clients, developing their resources and building their capacity to maximise their potential. In 2021, in line with our values, we continued to treat our clients with dignity and respect, without judgement, and to strive for a positive impact from our short time accompanying them on their life’s journey. Our focus now is on prevention and early engagement and embedding and implementing a Trauma Informed Approach, the positive impact of which you can read about in our feature on page 30.

Today, we all recognise that we are living in a time of worsening economic and cost of living challenges, which presents an exponential need for our services. In 2021, we had a worrying 10% increase on those we supported last year. We are enduring a defining moment in history for a nation that has reached a critical level of homelessness at a time when housing and accommodation is in deepening crisis. We are dealing with the fallout of an inherent disconnect that resulted from pandemic restrictions, and what that has meant

for women and children living in dangerous domestic situations and for an ageing population living in isolation. Yet, even within this environment, throughout this report you will read of the impact of the remarkable work our staff achieves and the stories of endurance and hope from the people we serve.

Our professionals at the frontline know better than anyone of the challenges the charity sector’s workforce faces in delivering the best possible support to the people we care about. Remaining resilient and dedicated at all times in 2021 has taken its toll on our staff. We are now in the midst of a very serious recruitment and retention crisis which, coupled with forced absenteeism due to pandemic restrictions in 2021, has left many of our teams exhausted. It is only through sustainable Government funding and a recognition that this sector is working on their behalf to serve some of the most vulnerable in our communities, that we will address the worsening crisis and show a commitment to social justice for all.

Finally, I want to say thank you to each member of our staff, volunteers and supporters. I am in awe of your continued commitment to making a difference by empowering people, creating change and strengthening communities.

Míle buíochas

MICHAEL SMYTH
Chief Executive Officer



Strategy 2020 – 2025





Homelessness | Domestic Abuse | Senior Support

Our Vision

A community where every person is valued, cared for and supported at every stage of life.

Our Mission

Making a difference by empowering people, creating change and strengthening communities.

Our Values



Strategic Priorities 2020-2025

-  Responsiveness
-  Our People
-  Prevention and Early Engagement
-  Impact
-  Advocacy
-  Sustainable Funding Model

Strategic Priorities 2020-2025

Our Strategic Plan for 2020-2025 focuses on six key priorities, outlined below. These provide a roadmap for furthering our vision and mission. They are supported by key objectives outlined at an organisational level and further developed across our Homeless, Domestic Abuse and Senior Support service areas.



Responsiveness

Maintain our capacity to deliver appropriate, high-quality and effective services to the people we work with in accordance with the COPE Galway Approach (outlined on page 15).



Impact

Make a positive difference to the lives and hopes of each person we work with; demonstrate this impact to secure support for ongoing progress.



Our People

Prioritise the wellbeing and development of our staff and volunteers by ensuring they have access to the supports, opportunities and training needed to maintain and improve our services within recognised quality standards frameworks.



Advocacy

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



Prevention and Early Engagement

Increase our capacity to develop and deliver effective approaches and programmes that empower people, at all life stages, to make decisions and choices that reduce risk and create positive new opportunities and prospects.



Sustainable Funding Model

Achieve a more sustainable funding model - fit for purpose and adequately resourced by the State - to ensure continuous delivery of our essential social services as a fundamental element in the delivery of our strategy.

Strategy 2020-2025

COPE Galway has been making a difference by empowering people, creating change and strengthening communities since the 1970s.

As we approach 50 years since we first started serving our community, we remain committed to delivering positive impacts for some of our most vulnerable citizens. We hold firm our vision for a community where every person is valued, cared for and supported at every stage of life.

2021 saw the first full year implementing our five-year strategy since its launch in October 2020. The challenges of the past two years have given us an opportunity to reflect on our successes to date, to reimagine how we can contribute to the kind of community and society we want to be part of and in which we want to participate. We remain focused on providing person-centred, demand-led services in emergency and crisis situations. We work towards increasing our capacity to develop and deliver effective approaches and programmes that empower people. We strive to make decisions and choices that reduce risk and create positive, new opportunities and prospects. We continue to demonstrate the impact of this work to advocate at local, regional and national level for systemic change.

Strategy Implementation

Our Strategic Implementation Framework outlines specific short, medium and long-term objectives over five years, with key performance indicators by which to measure success. These in turn are divided into deliverables at an organisational level and across our Homeless, Domestic Abuse and Senior Support services. The leadership team, under the direction and supervision of the Board of Directors, coordinates the execution of each strategic objective within this framework. We monitor and update our progress, challenges and risks and prepare next steps on a daily basis. Our board meets every two months to monitor and discuss progress.



Responsiveness

Throughout the Pandemic (2020 and 2021) we maintained a full range of services and responded safely to our clients' needs as they arose. This would not have been possible without the immense dedication and hard work of our team.

We have clearly defined and communicated the COPE Galway Approach, which is built on Understanding, Respect and Response, across all our services

In 2021, we approved and implemented a three-year training plan to roll out Trauma-Informed Care across the entire organisation and to use this model in our work going forward.

Our People

We have developed a training strategy, plan and budget to support COPE Galway as a learning and development organisation for staff and for volunteers, to be rolled out in 2022.

We developed a plan to improve our internal communications channels and information-sharing opportunities in support of better employee and volunteer engagement and a sense of connection to COPE Galway. The plan will be implemented in 2022.

We have set out and delivered initiatives to support our teams to work more effectively and to support themselves in environments of significant trauma.

Prevention and Early Engagement

We identified and implemented prevention and early engagement capacity measures to build an assets-based model of working.

We established a subcommittee to bring prevention and early engagement to life across the organisation.

We lobbied state funders for increased funding to support COPE Galway to move from a reactive service to one that focuses on prevention and early engagement as a core service.

Framework of Achievement

Key Strategic Milestones to December 2021

These milestones outline progress on our short-term key strategic objectives, against key performance indicators (KPIs), as we reach a third of the way through this five-year strategy.

Impact

We have explored potential platforms to both improve and capture the impact of our work. This will enable us to build more informed and effective support programmes in the future.

We have adopted a culture of reflective practice through cross-organisational workshops to ensure we achieve a positive impact on the lives of those we work with from their perspective (including holding ourselves and others accountable when services to clients do not meet our standards or expectations).

With improved capturing of the impact of our work, we deliver more informed and impactful communications to give our community a clearer picture of our work.

Advocacy

We established a mechanism to bring advocacy to life across the organisation through our Advocacy Subcommittee and created a dedicated advocacy and policy role.

Through cross-organisational workshops and surveys, COPE Galway began to empower our staff and create an improved environment for staff to advocate for their clients.

We have worked to improve public awareness of the factors that cause the problems and crises that we deal with at local, regional and national level through strategic communications.

Sustainable Funding Model

We established a Finance and Funding Subcommittee to ensure our funding model meets the required standards.

We developed a clear reserves plan and policy to facilitate a three-month reserve of operational costs.

Our fundraising department outperformed its ambitious target for 2021 by adapting to online fundraising activity and diversifying potential income sources.

Medium-term Strategic Plan

In the medium-term phase of our strategy, January 2022 to December 2023, we anticipate managing significant changes in how we provide our services arising from:



The impacts of the Covid-19 pandemic.



Potential economic recession and related pressures on resources.



The implication of the State's approach to the competitive commissioning of social, human and community services.



The rising cost of operations and living.



The current recruitment and retention crisis.

Unfortunately, due to these enduring crises and challenges, we cannot foresee a situation where there is not a need for COPE Galway's services. In the medium term, our roadmap is clear. We must continue to focus on **Responding** effectively, increase our efforts in **Prevention and Early Engagement**, capture and demonstrate our **Impact**, utilise the data showing the difference our work makes to **Advocate** for systemic change and for a **Sustainable Funding Model**. All through the work and efforts of **Our People**.

Some key milestones over the course of the next two years will include:

Deliver on our strategy to support the accommodation and housing needs of clients across our services.

Develop and deliver a Social Enterprise Strategy which includes continued growth of our existing social enterprises and identification of new opportunities. Development of new social enterprise if considered appropriate and timely.

Promote COPE Galway as a learning and development organisation, which values expertise and specialist knowledge and facilitates continual growth.

Provide an environment where staff and volunteers feel supported, motivated, fulfilled, and healthy, taking pride in delivering high quality services for clients.

Pilot the Prevention and Early Engagement Strategy with a small cohort of clients within each service and incorporate this model of work over the course of the COPE Galway 2020-2025 Strategy.

Develop an organisation-wide approach to achieving and demonstrating our impact.

Adopt a model of reflective practice, allowing us to continually reflect on our goals, our endeavours, our impact and our outcomes, learning from successes and failures.

Find new ways to highlight issues of relevance to COPE Galway.

Continue to advocate for systemic change in policy development and a sustainable funding model at local, regional, and national levels.

Work towards becoming a trauma-informed organisation.

Looking Forward

While our strategic focus is clear, we must acknowledge current and expected challenges and difficulties. Working within a pandemic environment remained an ever-present endurance test throughout 2021. Navigating it safely while continuing to deliver effective person-centred, demand-led services in emergency and crisis situations presented – and continues to present – COPE Galway with our biggest challenge yet. While this affected some of our strategic timelines and implementation milestones, we had many successes in 2021 and the organisation progressed and achieved most of our objectives, thanks to the dedication of Our People throughout the year.

The pandemic throughout 2020 and 2021 has shown us the importance of having dynamic, supported, and resilient teams of employees and volunteers. Our team has ensured our clients remain at the centre of everything we do. We must now plan with the assumption that we are facing another economic recession, universal increases in operational costs and costs of living and increasing challenges in recruitment and retention within the Charity Sector. Our implementation plan for the remainder of this strategy has been adapted to reflect the reality and practicalities of these circumstances.

There is a need for COPE Galway to plan for a changing social and economic landscape over the next five to ten years. Long-term, we face immense challenges across each service area, from an accelerating housing crisis and a pandemic of domestic abuse to an ageing population in need of specific social and nutritional supports. Our focus is on investing in prevention and early engagement work to increase people's capacity and resilience to cope with the challenges of a new, volatile, uncertain and complex reality.

COPE Galway's strategy is available on our website.

copegalway.ie/strategy



Scan code to access





The COPE Galway Approach

Everything we do is guided by the COPE Galway Approach to help us achieve our vision of a community where every person is valued, cared for and supported at every stage of life.

The COPE Galway Approach is built on:

Understanding

Deep listening, storytelling, learning, developing, openness, connections

Respect

Valuing the whole person, empowering, trusting, believing in the potential of others, drawing on strengths and abilities

Response

Quality, professionalism, making an impact, challenging ourselves, continuous improvement

This assets-based and person-centred approach recognises that each person has attributes and strengths that can make positive differences in their own lives. We achieve results for the people we work with because of our Approach.

Strong Human Relationships

Understand Respect Respond

Learning Organisation Without Judgement With Hope

Empowering People Self-Determining Persevering

High Standards of Quality



Embedding COPE Galway Values and Approach

One project that clearly demonstrates our Strategy in action is the COPE Galway Facilitation Project. Here, lead worker Anne Loftus talks about the development of this project in 2021 and its plans for 2022 and beyond.



COPE Galway's 2020-2025 Strategy places a specific focus on Prevention and Early Engagement and commits to exploring what we do and how we do it. This involves a reframing of some aspects of our work and deep thinking about how we might ensure clients' rights are at all times upheld and how we might support people to prevent and reduce crises. The ultimate aim is for the organisation to move away from a reactive, crisis driven approach towards a more considered, responsive mode of working.

To progress this commitment in 2021, a key priority was to establish and create a learning and reflective environment, where all staff would have opportunities to explore present practice, starting with Values and checking that our values remain our guiding principles. This work commenced within Homeless Services.

Values workshops were developed with Lisa Silke, Quality and Best Practice Manager, and Dave Byrne, Advocacy and Policy Worker. These were piloted at Fairgreen Hostel, where the team fully participated and contributed to their evolution and were then extended to our other homeless services. Unfortunately, Covid-19 restrictions slowed down the rolling out of the workshops. However, this also presented an opportunity in that we had more time to work on the development of the workshops and the approach to delivering them.

Participants on the workshop expressed a desire to explore other elements of service provision, specifically the systems and structures that influence and shape the world in which services operate and which impact upon people's human rights. This resulted in further workshops being developed: Power and Social Norms, Diversity and Unconscious Bias.

Looking to the strengths, ability and skills of our frontline teams, and approaching reflection from a community development approach, I sought the participation of Our People in developing a new Facilitation Project. Three team members (Claire Nix from the Day Centre, Sarah Higgins from our Families team and Paula Nolan, Osterley Lodge) stepped forward to form a facilitation team. This work was additional to their core roles and their interest and drive demonstrated a commitment to embedding our values and the COPE Galway Approach in their teams and throughout the organisation.

The new facilitation team provided workshops throughout Q4 and presented recommendations that emerged to Senior Management, so that learnings could be actioned. Homeless Services opened up the workshops to participation from across the organisation and they were very well received.

Discussions took place about how the work of the facilitation team had laid groundwork for the rollout of Trauma Informed Practice training and how the two areas of work might intersect over the next three years. By the end of the year, recognising the significance of this project and its potential in contributing to multiple strategic objectives (Prevention and Early Engagement, Responsiveness, Our People, Advocacy and Impact), COPE Galway made further commitment through recognising that my role had evolved into Values, Culture and Development Lead commencing January 2022. A commitment was given to provide each frontline team member involved in the delivery of workshops with five days of facilitation training in 2022 to support their development and recognise their contribution to this important work.



Our Services

Fairgreen Hostel,
Short Term
Accommodation
for Men

Families Service

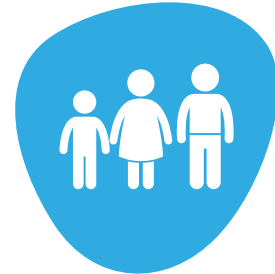
Cold Weather
Response

Osterley Lodge,
Short Term
Accommodation
for Women

Teach Corrib
Day Cente,
Street Outreach
and Placement
in Emergency
Accommodation

Corrib Haven
Family Hub

Resettlement,
Tenancy Support
and Community-
based Housing



In 2021
COPE Galway supported:

1,316*

People

994 Adults



322 Children



119 Families



814 Single People

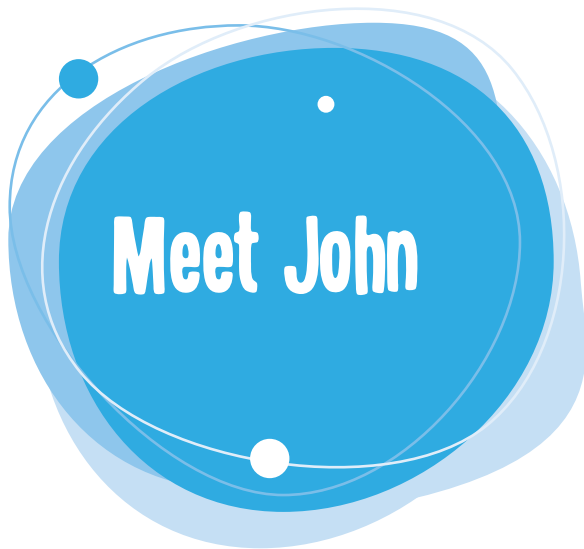


*total number represents unique clients

Homeless Service

Supports families and individuals in Galway who are homeless or at risk of becoming homeless.





Late in 2021, for the first time in my life, I found myself in need of emergency accommodation. I resided at the Glen Oaks Hotel in Galway City, where COPE Galway ran the Cold Weather Response from November to April.

I had moved out of my own HAP (Housing Assistance Payment) property into my mother's to care for her while she was ill. She passed away in late 2020. I left her HAP property due to the difficult relationship I had with her partner. I then spent four to five months sleeping in my car near Ballyloughane beach in Galway, with the odd night's respite with my sister. I would often tend to my hygiene needs by bathing in Loughrea Lake and washing in the outdoor showering facilities there. While I had sporadic work painting and maintaining gardens during this time, I remained homeless.

In early to mid-2021 my father became ill. My brother and I cared for him throughout his illness, until he passed away in September. We were residing in my father's house, a council house, and clearing out my father's belongings, when we received an eviction order three days after he was cremated. I became homeless once more and spent two weeks on the streets in Galway City, using my free travel pass to go by train and bus to and from Dublin just to stay warm and get a bit of sleep.

This ultimately became too much for me, and I called to the Fairgreen Hostel to get some support. The staff there directed me to the Cold Weather

Response in the Glen Oaks Hotel. There, I was warmly welcomed and given the tools for me to start putting my life back together. I had access to medical care again through the GP and Nurse clinics held each Thursday. Within a short space of time, I was allocated a keyworker to support me and with their help I was able to sort out my housing application for me and my teenage daughter. Despite no longer residing in my father's property, I continued to receive post asking me to leave which caused me stress and upset. This continued for the entire period of my stay in the Glen Oaks.

I formed strong and lasting friendships whilst in the service. I enjoyed getting involved with the Garden Project and with a little encouragement, began swimming once again.

With the Cold Weather Response ending in April, as the months went on, it didn't appear clear what my exit strategy would be as the pressures around finding a suitable place to live seemed insurmountable. My seemingly endless searches for available properties were leading nowhere.

However, in the end I managed to find myself a shared property with three other residents, thanks to help from the staff within Glen Oaks.

My health, mentally and physically, has improved and I am back working part-time and feel much more positive about the future.

I will forever be thankful and appreciative for the kindness, generosity and overall humane approach of the staff within the service, who gave me the time and space to allow me to get back on my feet and move forward with my life.

“During the pandemic, I hit a few bumps on the road and my future suddenly became unclear and frightening. After overcoming some tough challenges and gaining a bit of self-belief I am hopeful again about where I can take my life next.”



COPE Galway's Homeless Service

COPE Galway has been providing homeless services in Galway since the 1970s. We work with individuals and families from Galway City and County to provide homeless supports and accommodation. Our services cover the spectrum from prevention, emergency accommodation and transitional accommodation through to resettlement and tenancy support.

We offer people who are homeless or at risk of homelessness a range of residential and non-residential supports as follows:

- Short term accommodation facilities for single homeless people and for families
- Support to families and single people residing in Private Emergency Accommodation
- A Day Centre and Outreach Service for people at risk of rough sleeping
- Resettlement, Tenancy Support and Community-based Housing
- A seasonal Cold Weather Response

Our team works tirelessly with each person to find individualised creative solutions to their homelessness. We seek to innovate in line with evidence-based best practice. We embrace Trauma Informed Practice, strengths-based approaches, harm reduction and rights-based service provision. Our team works hard to build positive relationships that support trust, healing and reintegration. We firmly believe in the power of our clients to effect positive change within their own lives and communities and support their voice, choice and agency.

2021: A Challenging Year

2021 proved to be an extremely challenging year for our services. The impact of the Housing Crisis increased the need for our services for both families and single homeless people. The dual challenges of the pandemic and the resulting local, national and international staffing crisis threatened the smooth and uninterrupted operation of our services. Despite this, we are proud that we continued to operate 24/7 throughout 2021. We also continued to offer extended services to meet the increasing and evolving needs of our client group. One example of this is the extension of our Street Outreach Service for rough sleepers from one to four mornings a week.

By the end of 2021, our Homeless Service had worked with, supported and accommodated 1,316 people in Galway, including 322 children – a 14% jump in the overall number on the previous year.

Challenges persisted throughout the year for people relying on the private rental sector in Galway. An already scant supply of HAP properties and affordable accommodations continued to dwindle. The lifting in April 2021 of the moratorium on evictions which had been in force from the early weeks of the pandemic in 2020 and further extended later in the same year, contributed to a steadily increasing stream of people facing homelessness and requiring support as the year progressed. Both factors contributed to many remaining in, and an increasing number of people living in emergency accommodation in Galway.

“Homelessness isn’t limited to people we see sleeping on the street, in bus shelters, doorways and parks. Here in Galway, where a lack of affordable housing has pushed people into substandard accommodation, we regularly meet people who are living in cars and garages or survive by couch surfing and living in extremely overcrowded conditions”.

Sinead Carey
Head of Homeless Service.

Responding during the Pandemic

In many respects, because of the experience of the previous year, we were more prepared in 2021 to cope with the impact of the pandemic. As IT systems and capacity improved, we adapted to online communication, which improved accessibility for many of our clients. We were acutely aware of the issue of digital poverty and worked hard to provide IT equipment across our community. This was facilitated through the support of grants and donors.

At the same time, living and working within Covid-19 restrictions and the successive waves of infection across the wider community was a huge challenge for our clients and staff. The need for wellbeing support increased significantly and we increased our offering of support to our teams.

Our staff understood Covid-19 safety measures and worked hard to maintain safe, accessible and welcoming services. The rollout of the Covid-19 vaccination programme in the early part of 2021 and the ongoing operation of self-isolation provisions and testing, all contributed to minimising outbreaks. We tackled any occurring outbreaks effectively and kept people safe from the worst effects of the virus. We resumed normal activities to the greatest extent possible and introduced new practices such as on-site case working in private emergency accommodation settings like B&Bs to better support our clients.

Our Approach in Action

As people remained in emergency accommodation for longer periods, we adapted our approach to key-working in line with our strategic focus. We found opportunities to work more holistically on some of the underlying issues that have brought people into homelessness. We adapted ways in which we communicate and advocate, while also encouraging clients to self-advocate. Our staff recognised people's autonomy and expertise and worked towards empowering clients, developing their resources and building their capacity to maximise their potential in line with our strengths-based approach.

We began laying the groundwork for a greater focus on prevention and early engagement in our work as articulated in our strategy, through a range of staff development initiatives and increasing capacity in this area where there was scope to do so. Consistent with our values, we continued to strive to ensure that our clients are treated with dignity and respect, without prejudice, and that the outcome of our short time accompanying them on their life's journey has a positive impact.

Lack of Affordable Housing

Some clients moved on from emergency accommodation into homes of their own and, particularly in the cases of single people, into transitional and long-term community and supported housing.

Over the course of the year, however, there was an increase in the flow of people coming into homelessness, who required accommodation and our assistance. The lifting of the moratorium on evictions saw growing numbers being evicted from private rented accommodation while other insecure living arrangements, most especially in the case of single people, broke down.

The acute shortage of available, affordable rental accommodation in Galway in 2021 meant that many who lost their housing came to rely on emergency accommodation. This included people who had never previously availed of homeless services.

The route out of this accommodation is extremely challenging and has contributed to a situation where many faced into extended periods living in emergency accommodation. Fortunately, this was, in part, counterbalanced by significant numbers of new social housing units coming on stream locally in Galway which provided an exit route out of homelessness into a home for life for some.

Looking Ahead

The housing crisis has revealed that homelessness can happen to any and many in our community. From people receiving notices to quit, who are couch surfing or living in temporary accommodations, to people sleeping rough or staying for longer periods in unsuitable short-term emergency accommodation – we meet single adults and families with children every day, who are facing severe and real challenges in finding a place to call home.

Going forward, we will build on our work in 2021 while we continue to advocate for the necessary changes needed to stem the flow of people into homelessness. We will seek to bring about lasting and sustainable solutions to address Galway's worsening homeless and housing crisis and to arrest the year-on-year increase in the numbers of people falling into enduring homelessness.

While the only sustainable solution to this crisis is the provision of new additional social housing and while stock slowly increases, we will continue to call for more immediate solutions such as a ban on evictions, a return to use of vacant properties and for action against the persistent and unsustainable use of so many homes as short-term lets in Galway.



Child, Youth and Family Outreach Worker

For the over 300 children in COPE Galway's Homeless Service, the impact of being without a family home is significant. Despite their very best efforts, families experience difficulties meeting their children's biopsychosocial and development needs while living in emergency accommodation.

To answer this need, we applied for, and were fortunate to receive, a grant from the 2020 RTÉ Toy Show Appeal to employ a new Child, Youth and Family Outreach Worker to carry out individualised pieces of child-centred work. This role has significantly increased our capacity to directly support and advocate for homeless children.

Here, Clíodhna Donohue tells us about the impact of the work she does.

"Families often enter our homeless service with traumas and challenges in their lives, including family breakdown, single parenting, domestic abuse, bereavement and disability. They may also have to relocate for emergency accommodation having previously lived outside of Galway City, which can uproot a family's life. Children may have to change schools and no longer be in the vicinity of family members or friends. This can have an unsettling effect, impacting their education, socialisation and general wellbeing.

I meet and listen to these families to create child-centred support plans. I support them to enrol their children in schools or crèches; organise school transport and identify essential items such as food and clothes they may need.

I focus on ensuring that they are as comfortable as possible in their B&B accommodation and that they have essentials, such as kettles and microwaves; homework spaces; access to laundry and food preparation facilities and vouchers for shopping or activities for their children that they could not otherwise afford.

I also run a weekly homework club in one of the emergency accommodation locations. Volunteers teach computer skills here and the children have an opportunity to socialise with one another. One of the children said she looks forward to the homework club every week as it is so much fun. The club also allows parents some much-needed time to themselves. I have also set up an IT skills class for parents at the same time, so that childcare is not a barrier to parents' own education.

Part of my role is to try to make B&B environments more family friendly. I hang noticeboards with information on resource centres, parent and toddler groups, healthy eating recipes and children's activities and I put up rails for families to select from for any clothing needs.

I serve as a vital connection for families to voluntary and statutory family support and youth services in Galway such as Tusla; HSE; No 4. Youth Service; Music Generation Galway; Family Resource Centres and Foróige. Establishing support is essential to reintegration into the community and the prevention of future homelessness.

It is really important that children experiencing homelessness receive the same opportunities as their peers, that they are not marked out as being different and that they can play, learn and enjoy their childhood. Recently, I organised summer camps – essential respite for the children in our services.

One mother's comment to me sums up my role and why it is so necessary: 'it is fantastic to know that support for my kids is available while I am homeless'.



Family Homelessness

Family accommodations primarily in private emergency accommodations such as B&Bs and Hotels

119 Families

180 Adults

322 Children

Supporting families, including by providing emergency accommodation, continued to be a significant part of our work over the course of 2021.

The early months of the year were characterised by a downward trajectory in the numbers of families in homelessness and living in emergency accommodation with a steady exit of families into their own homes in social housing throughout the year. The focus of our work with these families reoriented to tenancy support.

However, by mid 2021 we saw a growing stream of newly homeless families entering emergency accommodation due, in large part, to the lifting of the moratorium on evictions. By year end, although not yet at pre-pandemic levels, the number of families homeless and living in emergency accommodation was on the rise.

As well as prioritising work to support families to secure housing and exit homelessness, a key focus of our work in responding to families in 2021 was to ensure that families' stays in emergency accommodation were of the best possible standard. We worked in close cooperation with B&B operators and accommodation providers to ensure this and to provide families with appliances and electronic devices, food produce and dried goods, clothing and toys.

We facilitated self-isolation to prevent spread and outbreaks of Covid-19 in emergency accommodation settings and supported families through what were often difficult and uncertain times in 2021. A notable addition in terms of support was the appointment of a Child and Youth Family Outreach Worker who started in September resulting in immediate positive outcomes for children and families. (You can read more about the impact of this work on previous page).

Single People Homelessness

814 Single people supported

34% Increase on 2020

384 Single people provided with emergency accommodation (75% men and 25% women)

85 Single people on average accommodated per night

2021 saw a notable increase in bed capacity on previous years. This was in part due to the full-year operation of an additional emergency accommodation facility, put in place by Galway City Council and operated by COPE Galway, from where the seasonal **Cold Weather winter initiative** was co-located for five months.

A Covid-19 response, including self-isolation provision, also operated at Glen Oaks for the full 12 months. Some 50% of people accommodated were in the 30-50 years of age bracket; the remainder ranged in age from 18-72 years. (Read more about our service at Glen Oaks on page 30)

Despite this additional capacity, we also witnessed increasing numbers of people sleeping rough in Galway City. Our **street outreach service** regularly engaged with a cohort of people who were consistently sleeping rough, a notable proportion of whom were migrants who did not have habitual residency status and so faced considerable challenges accessing housing and accommodation. On the night of a severe weather event in December, COPE Galway and Galway City Council activated the **Severe Weather Response** for the first time. This was a contingency put in place for the winter of 2021/22 in recognition of the numbers of people sleeping rough to ensure that no one would have to rough sleep during red weather warnings.

The acute shortage of affordable accommodation suitable for single people and most especially one-bedroom units in Galway continues to represent the greatest challenge to supporting single person households to exit homelessness.

The Housing First Programme, for which COPE Galway is a partner agency, was the notable exception in terms of securing one-bedroom accommodation. The aim of this initiative is to address the housing needs of people with complex needs, and who have a history of rough sleeping, by providing tenancies in one bedroom accommodation. A multi-disciplinary team provides wrap around supports. In its third year of operation during 2021, it began its expansion across the wider western region to include counties Galway, Mayo and Roscommon, and the initiative was on target in 2021.

COPE Galway continued to expand its provision of **shared community-supported accommodation** for singles, with over 40 spaces by the end of 2021. Although most of the single people we work with aspire to having a self-contained home of their own, the reality is that this isn't immediately available to them. Shared community accommodation with visiting support by our teams is a viable alternative in the interim while working towards securing long-term housing.

Resettlement and Tenancy Support continued to be an important focus of our work in 2021. Despite the challenges in securing move-on accommodation out of homelessness, some had success due to a mix of social housing allocations and Housing Assistance Payment (HAP). The focus of our work was on supporting these individuals and others resettled prior to 2021, to take up and sustain their new housing.

2021 saw Covid-19 instances rise across our services for single people. The **self-isolation provision** we put in place in the early stages of the pandemic continued to operate throughout 2021 and was a vital part of our largely successful effort to keep the virus at bay and to protect our clients and staff. We worked in close cooperation with HSE Public Health and the Multi-disciplinary Team for Homeless (Registered General Nurse and General Practitioner) in the roll out of the vaccine programme and in managing and responding to an ever-evolving situation.



Connecting Communities

Throughout the year, it was clear to us that the people of Galway were eager to support those in their community who are at a vulnerable juncture on their life's journey. Thanks to the generosity of the community, the individuals and businesses that give their time, effort and donations and to the local agencies with whom we collaborated, COPE Galway has been able to develop various initiatives, interventions, projects and activities to directly support the people we serve throughout the year.

A small selection of this important collaborative work is outlined below:

Our Families Service partnered with Medtronic in 2021 to improve limited cooking facilities for families while staying in emergency B&Bs. The aim was to improve nutrition and support the independence of the families in our services. Together, we purchased over 50 air fryers so families can cook a larger range of fresh meals for their children and reduce take-away food purchases.

We provided over 20 iPads and laptops to help children with their homework, rather than using parents' phones, thanks to partners such as Medtronic and TUSLA. This was a vital intervention during the Covid-19 lockdowns. It supported the developmental and educational needs of children and provided parents with the peace of mind to know that their children were being adequately provided for.

A successful grant application to the ESB and Loreto Foundation meant we could purchase 40 Wildlands tickets for families in emergency accommodation to share a fun activity together. Due to the limited space in emergency accommodation, which was compounded by successive lockdowns, this was very much welcomed by families. The funds also allowed COPE Galway to complete an outreach and education room at the Family Hub.

Other community-led initiatives included popular pizza nights with spot prizes and music for residents at Osterley Lodge and Fairgreen Hostel thanks to the Lions Club.



NUI Galway's Occupational Therapy third year students designed custom care boxes for the women at Osterley House to pamper women experiencing the trauma of homelessness.

Another team of students from NUI Galway's Bachelor of Arts with Children's Studies volunteered at our Family Hub in 2021. Their structured programme with the children involved arts and crafts and outdoor activities, followed by supper and a bedtime story. The programme encouraged social interaction amongst the children and promoted a consistent bedtime routine.



In 2021, a local family who wished to help families experiencing homelessness donated funds to the Family Hub to design a therapeutic key-working room. A lovely, calm space, this room is used for day-to-day key-working and for multidisciplinary meetings, where our clients can meet with other agencies to plan supports into the future.



The Family Hub also took part in the Mind Yourself initiative, a “first aid kit for children experiencing sadness, loneliness or anxiety”. Using books donated by Children’s Books Ireland, Family Hub Staff supported parents to help their children “tóg sos le scéal” and “lighten the load with a book”. While encouraging a love of books, this has also helped children and parents develop learning and literacy skills. Thanks to its success, we have secured further book donations from Children’s Books Ireland and plan to run a weekend library in 2022.

Galway City Sports Partnership donated footballs and arranged summer camps so that children in our services could be active and enjoy some time outside of the B&Bs.

Sheridan’s in Milltown were a huge support to our Cold Weather Response service when they prepared and delivered meals every week for the residents at Glen Oaks who very much looked forward to this treat.

So much happens every year at our services thanks to our fantastic community, more than we could ever capture in one report. We would like to take this opportunity to thank our volunteers, partners, donors, funders alongside our clients, staff and the general community for all you do to support and enhance our services.



Bridge House, one of our community-supported accommodation houses, is part of the Let’s Get Galway Growing network of community-based garden projects. “We really enjoyed contributing to the Let’s Get Galway Growing project. A few of our clients (involved at our Garden Project at Bridge House) made 20 window boxes they knew would give recipients a little joy and colour. Galway Contact’s Chair, John Cunningham (pictured left with our Bridge House manager, Ben Igoe) helped distribute the boxes to the wider community, including some of the older people we work with through our Senior Support Service”.

Ben Igoe, Bridge House Manager

During 2021, clients from across all services were invited to join the Day Centre’s expanding gardening project and “muck in” for any spare couple of hours. With volunteers Jarlath Feeney and Áine Gregg at the helm, gardening activities from painting the back wall to weeding and planting colourful flowers were enthusiastically taken on by all who dropped by to lend a hand. Local businesses also generously donated a selection of plants and materials. The garden has created a pleasant area for clients and staff to enjoy. The gardens across our Homeless Services have become a community focal point for renovation, maintenance and sustainability with one or two now producing an impressive variety of fruit and vegetables.

A Refocus on our Approach

As we moved into a phase of adapting to living with Covid-19, our thoughts turned to mapping how we might move our services from being reactive and crisis driven to being more responsive and considered in our approach. Services began to refocus on work commenced prior to the pandemic on enhancing our service delivery and improving both the client and staff experiences.

We resumed our work on exploring Trauma Informed Practice, reflective practice and strengths-based approaches. The COPE Galway Approach, built on Understanding, Respect, and Response, was always at the heart of these discussions. By year end, COPE Galway had committed to becoming a Trauma Informed Organisation. Stage one of the plan involved training every staff member, across all roles and sites, in Trauma Informed Practice, which is underpinned by a series of principles and values that govern our interactions with one another. Our services embraced this strategic development, one which they had requested during the consultation processes that led to the development of our current strategy.

Led by our Homeless Service, essential work was carried out in facilitating workshops to explore our values as individuals, as teams and as a society. These workshops laid a foundation for the Trauma Informed Practice training to come. By year end, COPE Galway had committed further to this facilitation project through the evolution of a lead role in Values, Culture and Development. (See pages 16-17)

Our homeless services had already embarked on journeys towards achieving a trauma informed approach. One such service was located at the Glen Oaks, where we used a different approach in operating a Cold Weather Response. To follow, the service's manager, Veronica Keys, reflects on her experience.



COPE Galway's Cold Weather Response (CWR) 2020-2021 came to an end in April 2021 as we exited the colder weather months. At this point, the service transitioned to becoming a smaller Short-Term Accommodation (STA) service as part of the Covid-19 response locally. With this, we saw a great opportunity to do things differently.

We looked to Trauma Informed Practice, a way of working with people who have experienced trauma that aims to prevent triggering or retraumatising and to instead promote healing through building positive and safe relationships.

We made a concentrated effort to soften the living environment to enhance clients' comfort, maintain a warmer and calmer environment and create a less institutionalised feeling to the setting. We changed how space within the building was utilised. The input from residents regarding their experiences of the service and their suggestions for improvements helped shape changes that contributed to stabilising the environment and offering a more harmonious setting for residents.

Client participation became an area of focus for the service in line with the Trauma Informed Principles of Voice (meaningfully hearing the clients' opinions and actively listening to their experiences), Choice (affording choices to clients along every step of their journey) and Collaboration (working in partnership with one another and ensuring the inclusion of clients in anything that might impact upon them).

Spotlight

Glen Oaks – an ever changing service in 2021

Glen Oaks Service Manager, Veronica Keys reflects on how a trauma informed approach made a positive difference.

We sought more active participation from clients in the operation of their service. This included a re-evaluation of practices at the service and a reduction in House Rules, retaining only what was necessary to run a safe and effective service. Clients were very much a part of conversations about how best to address problematic behaviours. This promoted mutual respect, trust and understanding. We created opportunities for residents to have greater autonomy and independence, fostering independence and reducing over-reliance on staff.

Challenges of a Trauma Informed Approach

This mode of working presented an increased challenge for staff. A relational style of working can be more time-consuming. Trauma informed work involves a degree of experience, reflection and self-insight. A less controlled and more inclusive environment means that staff must address more challenging behaviour in the service as opposed to asking people to leave. While sometimes emotionally challenging, this is worthwhile work. Staff rely on experience and relationships to negotiate and de-escalate, and professional 'rational detachment' is essential, particularly where behaviour is personalised. We were conscious that our staff had themselves experienced trauma through working in frontline services during a pandemic and engaged in discussions with our team to ensure that they were fully informed of, and well supported in, making the changes.

The Challenge of Returning to a Cold Weather Response

In November 2021, the service entered another iteration, adapting to the commencement of the Cold Weather Response (CWR) for the 2021/22 winter. Experience had taught us that the CWR, a low threshold service provided to rough sleepers on a night-by-night basis, could be a challenging environment. Clients and staff were apprehensive. The changes in practice and approaches from previous winters left staff feeling particularly vulnerable. Staff had gotten used to working relationally with a familiar group and a community had emerged from the work. The unknown entity introduced night-by-night by new unknown presentations with a potential spectrum of challenges, caused concern for everyone. Clients were afraid that the peaceful respectful environment that they had co-created might now be lost, rendering them vulnerable in their accommodation.

Cold Weather Response 2021/2022

To address concerns without compromising on working to a strengths-based and trauma informed approach, we introduced changes to how things were done in previous CWR projects. These included

re-examining the approach to daily intake of people, mindful of how it could potentially negatively impact on others.

One change was having earlier evening intake times. This had been suggested by clients in surveys that explored their experience of a night-by-night service. In acknowledging this feedback and acting upon it, clients felt valued and respected. Their welfare was at the core of the decision. Time spent on the streets of Galway was reduced and they had earlier shelter from the elements. We noticed an added benefit for the community in that loitering in the vicinity was not an issue and our neighbours were supportive of our service. Clients presented to us in a more positive frame of mind. They were discreetly assessed within the premises, resulting in a reduction of incidents on previous years and the peaceful environment we had worked so hard to create with and for clients was maintained, along with a more positive work experience for staff.

We understood that there would be a proportion of clients presenting to us who were experiencing addiction. Their safety and inclusion in the service informed all our work practices. We adopted a harm reduction approach, fostering positive working relationships with clients based on mutual understanding and trust. We were mindful of our clients' dignity and privacy and the challenges posed to these through living in services and in shared accommodation and we worked to ensure that these were at all times upheld.

A Harmonious Service

Over time, integration between the residents of the service from early in the year and the users of the CWR happened organically and peer influence became a stabilising factor. Established residents often "inducted" new CWR clients by telling them, "That's not the way we do things here," or urging someone to speak more respectfully to a staff member who they themselves had a positive working relationship with.

This change in approach contributed to many positive outcomes, including a safer living environment for clients; a notable reduction in recorded incidents; an increase in engagement and in positive move-on accommodation outcomes, supported through collaborative work with Galway City Council; a more positive work environment for staff and a co-created trauma informed environment.

One of COPE Galway's strategic goals is to work to become a Trauma Informed Organisation. The experiences of the service at Glen Oaks and of our other services, through shared learning and growth, will contribute to this valuable work in 2022 and beyond.

Our Services

Modh Eile House

Information,
Guidance and
Support

Solas Óg (Children
and Young People)

Court
Accompaniment

Policy & Awareness

Safe Refuge
Accommodation

24h Support Line
(091 56 59 85)

Outreach Support
(Galway City and
County)

Training & Research



In 2021
COPE Galway supported:

696*

Women and their children

117

Women admitted to refuge with **128 children**



1,431

Outreach appointments for **284 outreach clients**



40**

Play therapy sessions for **5 children**



120

Court appointments for **110 women**



*total number represents unique clients

**We changed our approach to working with children, now making early, targeted therapeutic interventions which have significantly lessened the need for onward referral.



Domestic Abuse Service

Supports and empowers women and their children who experience domestic abuse.



In 2021

16% of women using our service stayed in the refuge at Modh Eile House

84% of women using our service supported through our Outreach Service

200 children and young people supported by our Solas Óg Outreach and Refuge Team

12 outreach locations in County Galway



Domestic Abuse Service in 2021

2021 was another unfamiliar year in Galway, and indeed worldwide, with so many restrictions still in place. For the women in our lives who find themselves with an abusive partner, pandemics and lockdowns are not a cause of this abuse – they only make things worse. As our supporters know, abuse is always about power – one person considering themselves more important, more worthy, more entitled; and then subjugating their partner, and very often their children, in line with their world view.

Throughout this public health crisis, our service remained fully open, fully operational, and always available to the women and children who needed it.

Naturally, restrictions made it harder for women to seek help – many other support services were closed or moved to remote delivery, meaning that human engagement and support was lacking from so many lives. We all experienced this absence of connectedness in 2021 – people being wary of who we saw, where we went, who we spoke to – and meant an additional layer of constraint on women already controlled.

2021 saw a further uplift in demand for our service. We worked with almost 700 women and their children, in a range of ways. As is the international trend, about 16% of women using our service stayed in the refuge at Modh Eile House – all others were seen as outreach clients, meaning they received all the support they needed, but a stay in refuge was not required. This support is available throughout the city and county, in safe and discrete locations.

Our work with children really took off in 2021, with our Solas Óg Children's and Young People's Service expanding its work into all corners of Galway. Our Training and Development Team found new ways to build on training initiatives to increase awareness around domestic abuse throughout Galway City and County.

In September 2021, Modh Eile House secured an Irish Council for Social Housing Allianz Community Housing award. Winning this award recognised the commitment of our community to the safety of our women and children. 2021 also saw us mark the first anniversary in our new home at Modh Eile House. Made possible through the hard work and kind hearts of our supporters throughout Galway, this building offers comfort, peace and safety – an oasis of calm, where women can begin to find another way to live their lives.





Elizabeth lives in a rural part of county Galway. She is 58 years of age and was married for 34 years. She tells us about some of the experiences that led to her seeking support from our Outreach Support Service and ultimately to her freedom from emotional abuse and coercive control. While revisiting this traumatic period is not easy, Elizabeth hopes her story will inspire even one woman to reach out for the available support.

"My life back then was awful. I just wanted to die. I would go to sleep at night and pray I would not wake up in the morning. **It was like being in a washing machine and I could not stop the cycle and get out.** I hated being in the house we built. I always called it my prison.

Someone on the outside looking in would say I had an amazing life. My husband was always telling people what a wonderful wife he had and how lucky he was. Who would ever believe he was so awful to me?

What was shocking to me was he had been so nice to me but the moment we were married he changed so much. It was like being with a completely different

person. Life was extremely difficult. My husband had complete control over me and I didn't even realise it, until I left him. I always thought he was very strict. He always said, "you don't have any friends; they tolerate you for my sake."

He never called me by my name unless someone was visiting.

I had to sit beside him on the couch. If I didn't, he'd ask, "What kind of marriage is this, don't you love me?" For special occasions, birthdays, Christmas, he went all-out with flowers and took me out and made sure everyone knew he was treating me like a queen. He would be awful to me for at least a month after.

My husband never raised his voice to me in front of the children; they could sense the tension but never heard him shout or argue. He was very jealous of my relationship with our children. He didn't like me feeding them when he was around. When they were born, I had to keep a diary of nappies and how many ounces they drank. He would go on and on if milestones weren't reached according to the baby book.

He was unbelievably nice to my family. When my father died, my first thought was, 'people are going to want to talk to me, he is going to hate that, how am I going to manage'?

I always wanted to leave. The opportunity came about by complete accident, and I grabbed it with both hands. On my very first visit to Modh Eile House, after a two hour talk with the support worker, it became very clear to me that they could help me in so many ways and help get me out safely. It was also very clear to me that my support worker completely understood the huge difficulties I was dealing with in my marriage. This gave me so much courage.

To be believed is an amazing, empowering thing.

Living rurally helped me cope with the abuse. I walked a lot and the change in seasons would always give me a great lift. I never wore headphones; I found the sounds of nature very comforting in the very dark days. By shutting it [the abuse] out I was able to function and survive. I also had a car, so I didn't feel



'stuck', in that sense. Years ago, I heard a woman on the radio talking about putting away small amounts of money, if it's safe to do so. I hid €5 at a time. I found those envelopes recently with money in them.

I would like other women to know that, even though it can be very difficult to make the decision to leave a marriage, if you go to the right places and talk to the right people, they will give you all the support you need.

The day I chose to leave, I knew I was leaving no matter what, and I stuck to it. I had my safety plan and my supports in place. Now, I have complete freedom in every way possible. I have control over my money. I can go where I want, when I want, talk to whomever I chose. I have a completely stress-free life and I am loving every minute of it.

It is never 'too late' to seek assistance. Whether living in the heart of the city or a remote rural area, you do not have to be isolated. To find out about a service close to your area, or for free confidential support, call our 24-hour helpline 091 56 59 85.

*Name changed to protect privacy.



Domestic Abuse in a Rural Community

Domestic abuse knows no bounds; women from every corner of society can and are experiencing this abuse, in all its varying forms.

As a domestic abuse service, we are acutely aware that women who live rurally can face certain challenges that a woman in a town or city might not.

Abuse can be easier to hide in rural areas as women are often more isolated, living some distance from neighbours, possibly not engaging with others on a regular basis. Fear and shame are often mentioned to us; that their partner might be well-known and liked in the community. This can silence victims.

It is important to note the abuser has consciously created this persona. This is part of the domestic abuse – grooming communities to create alibis for themselves. It feeds into the narrative, “you’ll never be believed”.

However, WE believe victims of domestic abuse, we understand the tactics used by abusers.

Living rurally does not have to be a barrier. In her story on the previous pages, Elizabeth speaks of the solace she found from living in the countryside. It was her safe haven, outside of her house, where she received time and space to consider her options. Rural communities can often be quite in tune with what is potentially happening in their own area. People may know that ‘*he has a temper*’ or ‘*he’s difficult to live with*’. This awareness can lead to additional support for a victim of abuse, who can potentially leave an emergency bag with a trusted neighbour or simply use their phone if they need to.

At COPE Galway, we do not want a woman to be deterred from accessing help and support because she does not live in Galway City.

We have Women’s Support Workers in every part of Galway County.

We meet in confidential, safe places to listen to their experience of domestic abuse. We take into consideration the potential challenges a woman living rurally might face, such as not having a Garda Station nearby; living three miles away from the nearest neighbours; having limited or no public transport. We look at supportive and workable options to keep a woman and her children safe in their own home. Where this is not possible, we have a 24-hour refuge to provide security and safety.



COPE Galway Domestic Abuse Outreach Service Locations



COPE Galway

We provide outreach one-to-one support sessions to women across Galway City and County in safe and discreet locations. To find out about a service close to your area, or for free confidential support, call our 24-hour helpline **091 56 59 85**



Working with our Community

The community throughout Galway City and County were tireless in their continuing efforts to support women during the pandemic restrictions.

Local media shone a much-needed spotlight on the issue of domestic abuse so that women could know they were not alone, that our service was still open. Of perhaps greater value, media coverage of this topic helped women know that they were not imagining what was going on in their lives, that it was wrong – and that people cared.

Community partners continued to be innovative in their supports, helping women as a first point of contact and facilitating access to support for them. Family Resource Centres and community groups throughout Galway are valuable allies in this work.

Local businesses also got involved, finding ways to be innovative in helping women find safety. And of course, people continued to provide support to our work through donations and fund-raising.

We welcomed An Garda Síochána's Operation Faoiseamh and noted how much it meant to women to hear the Gardaí publicly state that their safety mattered, and privately following up on calls with help and support and consequences

All of this illustrates the unique strength of the community in Galway – and sends a clear statement that none of us want our daughter, our mother, our niece, our friend, to ever need a service like this. Equally, however, it illustrates the commitment of this community to making Galway safe for women – no woman need ever feel she is alone with her abuser – help is all around.



One Million Stars

In 2021, COPE Galway Domestic Abuse Service took part in the One Million Stars campaign to raise awareness of violence against women. We joined with Galway Traveller Movement and The Community Response to Domestic Abuse Western Region Network, holding workshops to start conversations about what abuse is and what supports are available. Combining this with weaving stars led to positive interactions and discussions about abuse.

Support Workers wove stars with women and children living in Modh Eile House and met with other community groups in Gort, Athenry and Ballinasloe. People in the community contacted us about how to get involved and supported the campaign, posting and dropping stars into us. In November, for the 16 Days of Action Against Violence Against Women campaign, we hung over 700 colourfully woven stars in Supermacs in The N6 Plaza, Supermacs in Eyre Square and in Minihane's Supervalu Gort. The response to the vibrant display was really positive.

Collaborations

COPE Galway is an integral part of the fabric of Galway and our engagement with community and statutory partners helps us to build a safe and more supportive space for our clients. As ever, we valued working with local authorities, when too many women find themselves homeless as a result of the abuse, or unable to return to that home. Intreo staff were also responsive to the needs of women using our service who also required assistance from the Department of Social Protection.

Work with the Gardai was very successful in 2021. Domestic abuse is a crime, and the Gardai have been proactively policing this matter throughout the pandemic. Like many organisations, our colleagues in the courts and legal aid adapted to the changed circumstances of the pandemic and continued to provide vital supports to women.

2021 saw us continue to grow our excellent relationships with schools. Mindful of the circa 17 agencies an overwhelmed mother in crisis must inform of her situation, we were able to hold a

number of one-to-one sessions with the schools attended by a particular child or young person in our service on her behalf. This also helped raise the school's awareness and understanding of abuse, particularly if the child's schoolwork had been affected.

Galway Growing as a Safe Place for Women

Our service has continued to expand thanks to increased funding from Domestic, Sexual and Gender-based Violence Services (DSGBV) within Tusla, whose commitment has allowed us to become a sustainable service. In addition, ongoing Philanthropic support has allowed us to be innovative in growing our children and young people's service, Solas Óg.

One of the core elements of our work in the area of domestic abuse is to challenge the conditions and norms in society that allow abuse to take place – that is a long-term goal, and one which calls on all of us to engage. To help us with this, we will continue to engage via the media and through various fora on this topic, all the time trying to explore the understanding of this blight on our community and in doing so, try to remove its hold. In the coming years, we will continue to grow our support to women through building skill and capacity with other agencies and organisations that provide supports to women and children, and through encouraging the public to be open to supporting the women in their lives.

One Million Stars began in Melbourne, Australia in 2012, when an Irish woman, Jill Meagher, was murdered. Each star symbolises light, hope and solidarity, with over 4 million stars woven worldwide. In 2019, Art Therapist Siobhan McQuillan working with Amber Women's Refuge Kilkenny brought this campaign to Ireland to engage the community to show support and compassion when women are faced with adversity. Each tip on the 8-pointed star conveys what constitutes a healthy relationship:

- | | |
|-------------------|----------------------|
| RESPECT | BALANCE |
| ACCEPTANCE | UNITY |
| TRUST | COMMUNICATION |
| EFFORT | EMPATHY |



Children and Young People's Service: Solas Óg

Our Solas Óg Children's and Young People's Service expanded its work from Modh Eile House into all corners of Galway during 2021. The service is designed to support those up to the age of 25 who have an abusive parent. Our team, dedicated to children and young people, work with families who reside at Modh Eile House and families that are referred to the service by other professionals, either on-site or in a safe location in Galway City or County. In 2021, we supported 72 children and young people in an outreach capacity, as well as supporting the children residing at Modh Eile House (128 admissions).

The impact of early and explicitly targeted intervention is clear – we see young people regain their voice, grow their resilience, move towards becoming the people they want to be and not limited by their negative experiences. Weekly social groups run by young people provide an open space to connect in more informal settings, and they can continue to access the groups once they have left the care of COPE Galway. The development of our service continues to be guided by young people.

Solas Óg benefits from the support of a generous benefactor, for which we are deeply appreciative as we see the difference this work makes every day to the lives of so many children and teenagers.



The therapeutic approach taken at Solas Óg has led to a significant drop in referrals for play therapy, as we can see that early work can offset problems becoming more deeply seated.



Training and Development in 2021

234 total training participants

78 within 23 Galway City and County organisations via Children and Young People's Services Committees (CYPSC)

76 Public Health Nurses, Midwives and Masters in Family Support Students

17 Modh Eile Staff

63 within various local agencies and organisations

Our Training and Development Department activity was not curtailed despite restrictions in 2021, as 234 participants availed of training from our Domestic Abuse Service.

Widespread media coverage of domestic abuse and concerns about how women in controlling and abusive relationships might be managing in lockdown led to an increase in training requests from community, voluntary and statutory agencies.

We delivered a series of online training workshops on domestic abuse awareness and appropriate responses as well as annual scheduled training to local agencies and organisations such as Children and Young People's Services Committees, (CYPSC) from Galway City and County; Galway City Partnership; An Garda Síochána; NUI Galway Students' Union; NUI Galway Public Health Nurses, Midwives and Masters in Family Support students. While training online can be challenging, feedback indicated the workshops were engaging and participatory, with good learning outcomes.

Our service also contributed a presentation on Responding to Victims of Abuse During Covid-19 as part of a joint NUI Galway/Tusla training: *Building Relationships, Managing Challenges and Adapting Services During and After a Global Pandemic*.

Internally, induction training for new staff also took place online and we delivered three workshops. We also facilitated in-person staff training in the area of one-to-one support, with 17 staff availing of these options in total.





Spotlight

Domestic Abuse Outreach

COPE Galway Domestic Abuse Service aims to operate a client-centred service, which is rights-based and strengths-based in its approach, informed by gender analysis, and built on forty years of learning with women who have lived through the effects of abusive and controlling intimate relationships.

Within the domestic abuse service, we have women support workers who provide one-to-one support sessions to women who are currently or have previously experienced domestic abuse but do not need to access the safety of the refuge. This accounts for approximately 84% of supports offered by the service. Each client is met in an area of her choosing, we have appointment-based clinics in every part of Galway City and County (refer to map on page 39).

Disclosing an abusive relationship is a challenging step for any woman to take, as we know domestic violence thrives on silence. Our women support workers facilitate the woman's journey by allowing space and time for her to talk about her experience. We can then offer further support through providing an understanding of the dynamics of abuse, documenting her experience with her, explaining

options available to her such as court, if applicable, discussing housing and financial options but, most importantly, ensuring her safety needs are supported.

As with the entirety of the Domestic Abuse Service, clients are at the forefront of our work, and we will always respond to each client that is in need of support.

However, there is a broader goal in our work that we need to be striving towards: zero tolerance of domestic violence within our communities.

This is where the community engagement part of the outreach service is so important. We regularly meet with community partners, statutory and non-statutory organisations to raise awareness of the prevalence of domestic abuse and educate workers and individuals on how to recognise, respond to and refer disclosures of domestic abuse.



Our Services

Community, Social and Nutritional Support

Sonas Day Centre

The Mervue Community Bungalow

Community Lunch Clubs

Befriending Programmes

Positive Ageing Initiatives

Meals4Health Social Enterprise

Community Catering

FEAD Programme

Food Rescue and Distribution



In 2021
COPE Galway supported:

873*

Older People

69,730 Meals



757
People



People's Homes

Lunch Clubs

COPE Galway Services

Additional Supports for individuals:



116

Community Support & Befriending Programme



2,798

FEAD Programme



70

Christmas gifts



400+

Christmas hampers

*total number represents unique clients

Senior Support Service

Supports healthy,
independent ageing at home.





While support chef Carol Nolan works as a part-time staff member for COPE Galway's social enterprise Meals4Health, Carol felt she could still do more for her community. With her children now older and more self-sufficient, Carol found she wanted to put the extra time this gave her to good use.

Carol spotted a poster on the work noticeboard detailing the Befriending Programme introduced by COPE Galway's Senior Support Service and thought, "my gosh I would love to do that", thus setting the wheels in motion for a highly rewarding volunteering role.

Carol describes herself as a quiet person, who "wouldn't really have thought I would be capable of doing [this work] but it's actually so easy. I have come out of my shell a little bit."

COPE Galway set up the Befriending Programme in response to increased loneliness amongst older clients who have been isolating in their homes during the ongoing covid restrictions. Volunteers are matched according to their interests with people who sign up to the programme. "You're not randomly put in a role ... there is somebody for everybody", explains Carol. She has been matched with an older woman, "Mary", who lives alone and, while "she does have some good neighbours", has very little family nearby.

In general, Carol's befriending duties consist of a weekly hour-long visit, along with "an odd phone call here and there, if needs be. That's it, really. Pretty much a chat and a cup of tea". Carol describes the connection as "very rewarding... you realise the benefit that you are bringing to that person by knocking on their door." Carol says she has noticed that Mary, who spends much of her time alone otherwise, "has come out of herself a bit" too. She speaks fondly of their visits, "it kind of reminds you of your own grandparents ... and you'd be thinking that you hope somebody would be kind to them when they need it, you know, it has given cause for reflection."

Mary, an independent woman who has worked her whole life, also loves the visits and phone calls. She finds it difficult to believe that such a service is available at no cost to her. Mary has told us the Befriending Programme has "transformed her life"; that it gives her a sense of "being still important enough" at her age that someone would take the time to check in with her.

In 2021, Mary reached a milestone birthday, which she had told Carol months earlier she was not going to acknowledge. Carol worked with the Head of Senior Support Service, Jacquie Lynskey, to find out Mary's actual birthdate and surprised Mary on the day with a cake and gift. Carol describes how Mary was moved to tears over the gesture. "It just meant the world to her". It's small gestures like these that can mean so much to others.

Reflecting on the mutual benefits of this programme, Carol says, "It's feel good all-round, I feel good, she feels good, it's all good. What is one hour in your week? It's nothing. It's so simple, it's so basic. And it means so much."

If you know someone who would benefit from the befriending programme, or if you would like to volunteer, contact COPE Galway on 085 874 3803.



Image courtesy of iStockphoto.com

Senior Support Service in 2021

We believe passionately in our vision of a community where every person is valued, cared for and supported at every stage of life. Our Senior Support Team reaches out to older members of our community, offering tasty nutritious meals, social supports, one to one assistance, information, advocacy and much more. Throughout this section, you will read stories and testimonials that illustrate the impact of our community support work, Community Catering service and our Meals4Health social enterprise and demonstrate our commitment to promoting positive, healthy and active ageing.

Community Support

2021 felt somewhat like a rollercoaster – a year of hope punctuated by challenges, frustrations and pockets of joy and celebration. It began with great optimism over the rollout of the Covid-19 vaccine programme late in 2020, with a hope that long periods of isolation sharply felt by older adults could finally be assigned to history. However, as waves of the pandemic surged throughout 2021, so too did associated fears, anxieties, loneliness and frustrations. The stop-start nature of ‘returning to normal’ resulted in last-minute cancellation of planned activities for older people in the community and scheduled lunch clubs called off when each new wave of the virus swept the country. Safety was paramount – bringing people together for the much desired, important social contact was simply too risky.

Despite these frustrations, we continued to seek opportunities to slot in activities for older people in our communities such as an outdoor walking group; yoga; art therapy; gardening; drop-in coffee groups and individual supports. Our community support work team reached out to many people locally who were feeling particularly isolated or lonely, and we expanded our befriending options to offer company and a friendly face.

We successfully piloted the Age Well Programme in Galway, in partnership with the Third Age Foundation in Co Meath. We gratefully received their support with training a panel of volunteers and with the technological aspect of the programme, which is based on a phone app. The programme includes health and wellbeing monitoring as well as a befriending element. One lady who benefitted from the programme said the Age Well Programme has transformed her life in that she loves the visits and phone calls.

Collaborative Work

We believe in the power and impact of working together. During 2021 we worked with a wide range of organisations. Below are just a few examples of our collaborative work in 2021.

During the summer we distributed 20 window boxes created by a local community garden, in association with Galway City Partnership.

We worked with third year NUI Galway Occupational Therapy students to help design care boxes for older people in the community. To reduce the negative effects of confinement and social distancing, the team developed, and we distributed, 22 custom-made boxes containing items including bird feeder and bird identifier book, mindfulness activities, pedometer and more.

It was a pleasure to work with Noelle and the staff of COPE Galway on this project and we were delighted with the feedback from service users.

Dr Hazel Killeen, Lecturer in Occupational Therapy, NUI Galway.

Throughout the year we partnered with our Community Catering service to distribute a variety of food hampers, and gifts and especially at times like Christmas and Easter.

You can read about our activities and promotional work with the Galway Age Friendly Alliance during 2021 Positive Ageing Week on page 61.

We work closely with Public Health Nurses, Community Guards, Tenant Liaison Officers, Galway Healthy City, Galway Sports Partnership, and many others to improve the quality of life for many older people across Galway. We also appreciate the support of volunteers and corporate partners throughout the year.

Lorraine Moloney, a student at NUI Galway, taking part in the 2021 Build a Box Project.



Student Placements

We welcome students who require work placement as part of their training with older people in our community. In 2021, Social Care Practice student Breda joined us from Athlone Institute of Technology. She ran a 4-week art project and successfully applied for a seed grant from The Hospice Foundation to deliver an art project to support those who have experienced bereavement. Read more in Our People section.

Sustainable Funding in 2021

While we receive some HSE funding for our work, much of our Community Support work over the years has been funded by philanthropic donors, in particular The Ireland Funds, for which we are very grateful. The impact of this funding has been felt across Galway in terms of one-to-one support and the establishment of a network of lunch clubs in the city and county. In late 2021, Galway City Council moved forward with the valuable work the philanthropic donation supports and, as a mainstream funder, approved funding for a community support worker for 2022. We are most appreciative of this positive outcome and support and will use the opportunity throughout 2022 to demonstrate the need for continued funding of this work. The Ireland Funds also continue their support for our work in 2022 enabling a greater reach and impact.



Lunch Clubs offer an opportunity for social contact and connection. Volunteers like Martina Connolly (pictured here at the Sonas Day Centre in Mervue with Mike) provide invaluable practical and social supports to older people in the community who avail of COPE Galway's services. Martina helped set up a vibrant community lunch club in Galway City. Currently, Martina is hard at work honing her tea and coffee skills at the Sonas Day Centre in Mervue, where she says, "tea and biscuits are of course the most important – got to get the bickies in!"

Spotlight

Serving the Mervue Community

Sonas Day Centre and The Mervue Community Bungalow

Up to 2021, our work locally in Mervue was based at our drop-in Sonas Day Centre. However, social distancing needs meant the small space there became unsuitable for many of the usual activities.

Thank you to the local Community Employment team. From L-R: Kathleen, Martin, William and Pascal

Thanks to the local parish, another building became available in the heart of Mervue right beside the church car park, which we refer to as "The Mervue Bungalow". We held coffee mornings at its substantial rear garden every Wednesday throughout the summer. We have since been renovating the inside and outside to make it more suitable for group activities and community meetings. We are very grateful to Fr Martin Glynn and to the Mervue parish for giving us access to the facility, and to the local Community Employment scheme workers who have helped with painting, gardening, moving, lifting and more. We received grant funding from Galway City Council, Creative Ireland, the Credit Union and others to transform the space.

Over the next few pages we meet some of the people involved with Sonas Day Centre and The Mervue Community Bungalow.

Father Martin Glynn: A Vision for The Bungalow

"Following a meeting with the Mervue Parish Committee, it was agreed that the best use for The Bungalow in the long term was to develop it as a community centre. This decision has been vindicated and the gathering of parishioners and others for the cup of tea and other activities is very popular. The parish is delighted that COPE Galway has partnered with us. While its development is in its infancy, we are very excited with the potential it has as a centre of welcome. We look forward to it becoming a place to gather, to meet and link with each other and meet the needs identified by the community in so far as is possible. We are looking forward to it becoming a hub of activity at the centre of our community."

Fr Martin Glynn, Parish Priest, Mervue, Galway.



Meet Hilary

Community Support Worker

My role begins at 9am in Sonas Drop-in Centre in Mervue. Sonas offers clients a space to meet with neighbours and connect with other people – the kettle is always on at Sonas!

As a Community Support Worker, no two days are ever the same. The first person arrives at our door at 9.30am and by mid-morning there's a lot of conversation, banter and catching up on local news. Some individuals will need one-to-one support throughout the day. Advocating for clients in relation to health, welfare and housing issues is a central part of my work. I work regularly with public health nurses, social workers, GPs, Home Care agencies and Community Gardaí. We provide a laundry service from Sonas at an affordable price for people living locally. While this is a practical support, it is also a way of engaging with people who don't attend the centre themselves – a chat at the door can give us some insight into how that person is doing.

Over the past year our Senior Support Service has reached out to the wider area through "The Bungalow" in the heart of Mervue, where we host a weekly coffee morning and offer activities such as yoga and art workshops for the community. Research tells us that loneliness and isolation have a negative effect on physical and mental health. With most of our clients living alone, opportunities to connect with people again after the Covid-19 pandemic is vital for health and wellbeing.

Personally, I look forward to our Wednesday coffee mornings – it is wonderful to hear people's joy at being able to see each other again and celebrate life events. The people I support share their everyday with me – their challenges and worries; their good news, celebrations and joy. I feel privileged to be part of this community.

Meet Phila

A regular at "The Bungalow"

Phila, a Mervue native, is a weekly regular at The Bungalow coffee mornings.

"I go to mass in Mervue and it is always mentioned on a Wednesday morning, that there is coffee afterwards in The Bungalow. Most of us go over and we thoroughly enjoy it, because at our age most of us don't see each other during the week. We have our tea and coffee, and a chat with our parish priest, Father Martin. So, as soon as we sit down ... we hear all the bits and pieces of news. I thoroughly enjoy that, all the information that I wouldn't get at home I have it here."

Talking to Phila you get a sense of someone that is enthusiastic about life and intends to enjoy each day. The summer months at The Bungalow were a particular highlight for Phila. "We had a canopy outside and it was like a holiday when you came up here. You had the sun on your back. The tables were full, and it was very pleasurable." Phila enjoyed the planned activities, especially if there was a contest, "you could get a little prize if you were lucky, and you'd go home on top of the world."

Phila enjoys 'the style' and has particularly fond memories of the race day hosted by The Bungalow during the Galway Races. There were prizes handed out for the best dressed and best hat, with many designing their own creations. The competitiveness of the group shone through on the day, with Phila joking, "we had Philip Treacy hats and all."

The Bungalow has added a social aspect to the community and as Phila herself says, "Once you sit down, you become very relaxed. The welcome you get... there is a warmth here. You just feel at home. I wouldn't miss it for the world."



L-R: Phila, enjoying a coffee, with Mary and Christine at the Bungalow Coffee Morning.

Meet Paul

A regular at Sonas Day Centre

A born and raised Galwegian, Paul used to pass Sonas Day Centre on his trips into town from Mervue each morning, though he never knew much about the service. "If I hadn't met someone I know outside the centre one day, I would have just walked by. I wouldn't have known what it was," Paul reflected. That chance meeting has led Paul to now becoming a frequent visitor to this local service.

"It's the companionship," Paul says, explaining the attraction of the centre locally. "It is just the banter and that. We have a bit of fun – a cup of tea, have the craic, a game of cards... otherwise I'd just be going around the town. There'd be nowhere to go if Sonas weren't here."

The easing of restrictions in 2021 led Paul to the Sonas community and reacquainted him with friends that he had known for thirty years. A keen local historian and avid music fan, Paul has plenty to talk about to keep those around him chatting. "I know the guys," he says, "we just have the craic and the odd [card] game and that kills the day".

This sense of companionship was of particular importance during the Covid restrictions, where many living alone in the community might return home and not have an opportunity to speak to anyone for the rest of the day. During the summer, Sonas remained open but had to maintain strict restrictions.

Sitting outside, having good chats and, most importantly a good cup of tea, kept the spirit of community alive. Paul joked, "that kettle, I don't know how it survives. I'd say during the lockdown the kettle didn't know what hit it!"

Paul and others who visit Sonas Day Centre can also avail of confidential, one-to-one meetings with the staff there, who encourage all to come in for a chat whenever they would like some support. This can range from help with form-filling, arranging help with shopping, prescription and pension collections, or support with anything that's going on in their lives. Paul describes Sonas as being a friendly, cheerful place, "somewhere to go if you're a bit lonely [where] you can talk to someone for the day, so when you go back home, you bring that positivity back with you."

Paul and Martin enjoying a game of cards at the Sonas Day Centre.



Nutritional Support at COPE Galway

“What’s most important is knowing my work is making a difference by helping older people to remain living independently or semi-independently at home. And of course, the people I am surrounded by every day are all motivated by wanting to be part of a team that is helping to make Ireland a better place to grow old.”

Geraldine Ryan, Executive Chef, Meals4Health.



The social enterprise model enables a professional, supportive workplace environment, creating employment and recognising the wider social impact achieved by strengthening communities. Our community employment opportunities provide training and upskilling for individuals who are long-term unemployed or may need additional supports in the workplace.

Strategically investing in social enterprises has many economic and social benefits. Meals4Health is facilitating a shift in care to life-enhancing and cost-effective community-based settings. We have the facility, the capacity, the skillset and the confidence to build on our expertise, to ensure that every older person in Ireland has access to affordable, fresh nutritious meals, restoring dignity and choice at mealtimes. Meals4Health is working towards a future where every older person is supported to age well at home within their local communities for as long as possible.

Meals4Health Social Enterprise

COPE Galway’s social enterprise, Meals4Health, produces and delivers fresh ready meals designed to meet the specific nutritional requirements of older people. As it operates as a business, Meals4Health sells meals at affordable prices. This helps sustain the social service provided to older people and provides opportunities for social and community employment. Surpluses generated by Meals4Health income is re-invested in the business to support growth and achieve greater social objectives. Our goal is to develop a sustainable, commercially viable business, which meets a societal need to support independent living at home, while providing an income stream for COPE Galway.



In April 2021, there were an estimated 742,300 older people living in Ireland - a rise of 112,500 since the 2016 census. Good nutritious food and social connection is fundamental to living well and ageing well at home and remaining connected to our community.

Meals4Health in the Community

Meet our Customers

“As the daughter of a diabetic, Meals4Health has been a game changer for our family in keeping my father living at home. Food is tailored to meet his specific dietary requirements, rich in nutrients and low in fat and calories, keeping his weight healthy and immune system strong. It puts our (family’s) mind at ease that he has dinner every day, at a time that suits him. The variety of meals is to his liking, and he can even order fish for Friday. My father has never cooked, my mother went to a nursing home last year, so with the support of good nutrition and social connection he is able to continue living at home. We are so relieved to know he’s getting a nourishing tasty dinner every day.”

Meals4Health Customer

“I am a renal patient at University Hospital Limerick. I live alone. I have very specific dietary requirements which I found very difficult to meet. I was introduced to Meals4Health. It has made my life so easy and relieved the stress which I had developed around cooking my meals. There is an extensive choice on the menu and the chefs reformulate recipes and cooking methods to ensure I eat well for my kidneys. The food is fresh and so tasty. I get a delivery by courier to my door, every week. I see this service as an investment in my health.”

Eileen, Kerry.

We participated in the We Act campaign in 2021

Watch the video here
youtube.com/wearecopegalway



YOUTUBE



Meet Our Volunteers

David Harkin

I started volunteering with Community Catering's Meals on Wheels and social enterprise Meals4Health services a few weeks before the first lock down. Whenever I'd mention to people that I was volunteering with COPE Galway, they'd think it was great. I didn't think there was much to it – just a few hours a week driving around and delivering dinners.

To be honest, at the height of the pandemic, when everything was in lockdown, it was great to have a reason to get out of the house and meet people. Many meal recipients enjoyed knowing someone was going to call during this time and I suppose I also found myself getting attached – if someone had moved to a nursing home or was in hospital, I would miss them.

One of my favourite moments was when one service user opened the door with a big 'Happy Birthday!' They were spot on with the date – a remarkable feat of memory but also just lovely. It spoke of how much we'd gotten to know each other and enjoyed the calls.

Due to the pandemic, with an increased demand for meals, I ended up delivering in lots of locations across Galway City and County. One thing remained the same, no matter where I ended up: the welcome at the door. It's very easy to give time to that – a bit of a guilty pleasure!



Martin O'Halloran

When Martin retired from his work as a job coach with St. Joseph's Training Centre, he continued working with his trainees as a volunteer, "to make sure [the trainees] didn't lose their work experience position with COPE Galway".

Martin accompanies these students every Wednesday morning and drives them to Community Catering's Meals on Wheels and social enterprise Meals4Health services on the Tuam Road. "We don coats, hair gear and masks. Then we go into the kitchen and [get working on] peeling and chopping vegetables and fruit or making desserts for the meals," Martin explained. He added that he's on hand to let students 'do what [they] need to do without someone standing over [them],' but he's there if they need any assistance.

Seeing the students come out of their shells, overcoming initial apprehension and becoming comfortable in their roles is the most appealing aspect to Martin's role. "At the end of their session, which lasts, maybe six months, we will have formed a bond," he said, adding that he and his students still remember each other and see one another from time-to-time, even many years after their work experience.

Martin finds great satisfaction in helping others reach their potential and he was happy to say that two of his students went on to find full-time employment thanks to their work placement. At the beginning, his role felt like just a job, but after a while it became so much more than just that, "To bring these people out and get them to do stuff that, normally, they wouldn't have the chance to do. It became a joy after that."



The Fund for European Aid to the Most Deprived (FEAD) Programme

Our Meals4Health facility in Ballybane is a non-stop hub of activity, with staff and volunteers preparing fresh meals for delivery to older people and to our services around Galway. We are also involved in various community initiatives, such as the FEAD Programme, which distributed food to 2,798 individuals during 2021.

Another aspect to the FEAD programme is their School Stationery Kits initiative. Volunteers packed and distributed 900 school stationery kits to families in Galway City and County in August. A great support for the families we work with, we also distributed school kits to primary and secondary children in Modh Eile House and COPE Galway Family Support Services; Tusla Family Support Services in Athenry, Ballinasloe, Gort, Loughrea, Tuam and Galway City; Youth No.4 services and Tusla Education Welfare services.



L-R: Paul Tannian (Tusla), Shane Lally (Athlone I.T.) with COPE Galway - Geraldine Ryan, Piotr Golebioski, Fiona Gillespie, Donal Ryan, John O Grady, Billy Miller and David Harkin.



Kitchen Assistant and Meals4Health Administration Support

Éanna had been out of work for a while before starting out with Community Catering in 2017. He quickly progressed onto a Tús initiative programme. This scheme, managed by Galway City Partnership, supports the development and delivery of services to improve community wellbeing and gives people a valuable route to gaining or updating their experience of the workplace.

After completing the required 12 months on the Tús scheme, Éanna went on to a Community Employment (CE) programme. At Community Catering, Éanna had the chance to progress newly learned skills that were essential to working in a professional kitchen environment. He completed training in food safety, manual handling, fire safety, and first aid.

Éanna describes joining new work environments as a little bit scary at first but said he felt supported by the lead workers and volunteers he worked alongside in Community Catering. Working through the restrictions of the pandemic made Éanna appreciate being back in the habit of going to work and seeing his colleagues every day, and just how crucial their service must have been to more isolated people in the community.

"While restrictions made our workplace challenging, I realised the huge benefit of having a daily structure, which helped my own well-being in addition to understanding more deeply how meaningful the impact of our service was for older people cocooning," he said.

Éanna's passion for technology and experience in web development, database administration, software development, and systems management meant he

was a great asset to project leaders of Meals4Health social enterprise. Éanna helped at the start-up stage of developing the transactional website. (www.meals4health.ie)

"Working for a social enterprise affords you the opportunity to take on multiple roles and responsibilities," said Éanna. "You're not boxed into a specific title and task list, you're free to explore your strengths and figure out where you're best suited."

Éanna has also attended several courses through local and national social enterprise bodies supporting him to continue his IT training and build on his skills. These skills have given him the opportunity to work with professional chefs and nutritionists on a nutrition software programme, which he said exposed him "to a new world of nutrition and food science, which I am thoroughly enjoying".

Éanna said one of his favourite things about the job was the variety and experience offered by introducing new approaches to grow and scale the service.

"I feel extremely PROUD when I see the impact on the people who avail of our meals services and the feedback we receive from families. I have experienced first-hand the benefit of good nutrition and how it has impacted my own health and the lives of numerous people I know".

Éanna also values the social connections.

"We show interest in one another; each other's passions and hobbies and cultural backgrounds," he said. "Even though it's a busy work environment there is always time to listen, learn and appreciate the knowledge and views of others without judgment."

"There is always something new happening in community catering," Éanna continued, "we celebrate everything, sporting events, economics, nature, but most of all, people we celebrate life!"

Advocacy & Awareness



“Whatever issues we face, we have to ask ourselves what society we want as citizens going forward.”

Dr Mike Ryan
World Health Organisation - COPE Galway Annual Report Launch, September 2021.”

Advocacy Work in 2021

We recognise that many of those we support at COPE Galway encounter barriers and blockages to accessing their rights and entitlements. People seek our assistance due to wider structural issues, for example poverty or the lack of affordable housing.

While we continually advocate for those we support and assist them to advocate for themselves, we also seek legislative and policy change on a local and national level. We strive for positive change to address obstacles and challenges that hinder those we work with from having the quality of life they deserve, and to address some of the structural issues that lead to people seeking our supports. We work hard in all our advocacy work to ensure the views we represent are reflective of the reality being experienced by those we serve. We do this through attending forums, participating in consultations, making written submissions and participating in focus groups.

In 2021, we took part in the Galway City Civil Society Panel with a focus on highlighting how housing poverty is linked to other types of poverty at Social Inclusion Forum 2021. We also made submissions to various consultations, including:

- Stakeholder Consultation on "Housing for All" Policy Statement and Action Plan
- Draft Galway County Development Plan 2022-2028
- Consultation on Ireland's draft State report to the UN Committee on the Rights of the Child
- Consultation on the Review of the Equality Acts
- Draft Development Plan Guidelines for Planning Authorities
- Towards a National Action Plan against Racism for Ireland
- Review of the Quality Framework for Mental Health Services in Ireland Scoping Consultation
- Galway Harbour Redevelopment
- Galway City Development Plan 2023-2029
- Public Consultation on Ireland's National Recovery and Resilience Plan
- Review to Renew - Review of National Development Plan

Budget 2022 Submission

The Government's annual Budget is something we seek to influence each year through our pre-budget submission. For Budget 2022, we proposed measures in relation to addressing homelessness, building new additional social housing and increases in income supports for people at risk of and experiencing poverty. We also requested that Budget 2022 adequately funds essential services to ensure that they can improve and adapt for future needs and challenges.

Contributing to National Discourse

COPE Galway has a history of bringing a necessary local and regional perspective to the discourse that happens nationally in our areas of work. In 2021 we built on this through our involvement in various forums and projects including:

- Irish Homeless Policy Group, which commissioned a study by a panel of international experts to examine learnings from the homeless pillar of Rebuilding Ireland, which was due to be published in 2022.
- Migrant Consultative Forum with the Department of Social Protection, which gave us the opportunity work together to raise and resolve issues relating to migrants' experiences around social welfare.
- Irish Coalition to End Youth Homelessness - Youth Homeless Strategy due to be published in 2022.

At a local level, we took part in the Galway Civil Society Panel, which comprises representatives drawn from communities protected by Irish Equality Legislation with the aim of supporting the implementation of Public Sector Equality and Human Rights Duty by public bodies in Galway City. An initial focus of this panel in 2021 was on building a collective understanding of the Public Sector Duty.

Looking Forward

A key strategic priority for COPE Galway is for our advocacy work, in solidarity with those we serve and support, to continue at local, regional and national levels. We seek systemic change to address chronic cycles of disadvantage while also continuing to advocate for people to secure their right and entitlements. Our work to improve public awareness of the factors that cause the problems and crises that we deal with at local, regional and national level through strategic communications is ongoing.



Advocating for Positive Ageing

COPE Galway believes in promoting and supporting the potential and positivity of ageing and older age and contributing to initiatives which support a positive ageing experience.

Positive Ageing Week is an annual national opportunity, promoted locally by COPE Galway and The Galway Age Friendly Alliance (comprising Galway's two local authorities, local agencies and representatives for older people).

The main purpose of Positive Ageing Week in Galway is to showcase the value and the contribution of older people in our communities, and to say "thank you". Ultimately, we are supporting the UN Decade of Healthy Ageing aim of "changing how we think, feel and act towards age and ageing".

A secondary objective is to replace the negative narrative of ageing, which has always been prevalent but has intensified as a result of the pandemic.

During the 2021 celebrations, the alliance facilitated and organised a range of activities and events across the city and county.

The flagship event was an exhibition of active older persons who are engaged in their communities and who enrich the lives of others. Octogenarian Maura Cronin, pictured on this page, was one of the 27 who contributed their stories to the exhibition. The exhibition also included paintings by the Galway Art Club on the theme of Positive Ageing.



Another initiative involved children colouring a specially designed card and writing a message of thanks to an older person of significance in their lives. We distributed the cards via schools, libraries, and businesses to reach a wide audience of older persons who felt valued and appreciated by their grandchildren on receiving them.



Growing every year, 2021 Positive Ageing Week saw many other county-wide events encouraged and supported throughout the week. Local media promoted and highlighted these, including a weeklong slot on Galway Bay FM supported by the Keith Finnegan Show and a three-page spread in the Galway Advertiser, along with coverage in many of the local newspapers and radio stations. There was extensive social media engagement around the "local heroes" also. The event this year was sponsored by both city and county councils, which improved its reach and impact significantly. The campaign features as an initiative on the UN Decade of Healthy Ageing platform.

For more information
copegalway.ie/positiveageingweek



We take this opportunity to offer *míle buíochas* to our "local heroes" and to all who helped make this event so successful.

Awareness and Information

Throughout 2021, we worked towards increasing awareness locally and nationally of the challenges faced by the people we serve and the changes we seek on their behalf. We did this through various integrated media, marketing and social media campaigns and through our (often online) outreach, training and advocacy work. Some of the people we serve and work with shared their personal stories, relaying the real impact of social injustice on their lives and of the support they seek from our services during a vulnerable time on their life's journey.

Staying connected was especially important to us in a year when so many of us felt disconnected due to the ongoing pandemic restrictions. While meeting in person remained a challenge, several key awareness raising campaigns took place, some of which you will read about throughout this report. Here, we outline a few highlights.

16 Days of Action against Gender-based Violence

In 2021, we created a selection of tote bags with images and messages that challenge the stereotypes around who can be a victim of domestic abuse and to show solidarity for the many kinds of women who may need our domestic abuse service at some point in their lives. With one in five women in Ireland experiencing abuse from an intimate partner during their lifetime, we know an abusive relationship can happen to a woman we love from any walk of life. The 'Carry the Bag, Share the Load' campaign was supported by an integrated digital, social media and press campaign. It helped raise awareness and support for women locally who need our service by showing them that they are not alone, they are believed and that support is available 24/7.

COPE Galway is extremely grateful for the generous and unfailing support of local print, online and broadcast media, whose work has been vital in helping us amplify our messages to decision makers and amongst the wider community.

Mile buíochas!



Go Purple Day

In April, we took part in an initiative led nationally by An Garda Síochána in partnership with national and local domestic abuse organisations and services to raise awareness around domestic abuse and coercive control. Asked to “Go Purple”, the Galway community lit up social media by wearing purple or displaying purple cupcakes, flowers, ribbons and more, showing support for a community where everyone lives free from domestic abuse and to see domestic abuse for what it is – a crime.



International Women’s Day #ChoosetoChallenge

International Women's Day
Celebrating the value of every woman

On International Women's Day, we celebrated all the incredible women of COPE Galway. The professional, caring women who work and volunteer and the strong, resilient women who use our services.

The campaign called on everyone to choose one thing they will challenge in order to drive positive change towards gender equality for women and girls in their community.

THANK YOU to everyone who hosted an International Women's Day virtual tea party to raise funds for our Domestic Abuse Service.

The COPE Galway team also joined the International Women's Day #ChoosetoChallenge campaign.

“Women are so often defined in terms of their relations to others – daughter, mother, wife, sister, aunt – yet the term ‘woman’ is the term that belongs to her, not one that defines the roles she plays for other people. International Women's Day is the day we take notice of each woman, celebrating her own value. It's also an opportunity for all in our communities to acknowledge the many remarkable women in our lives - to accept her, support her, believe her, believe in her.”
Dr Carol Baumann, Moth Eile House

Increasing Awareness around the Homeless Crisis

Over the course of 2021 we continued to highlight the persistent and unacceptable levels of homelessness locally through the release of the findings of our quarterly one-day censuses. These show the numbers of people we accommodate and support at a given time. The ending of the moratorium on evictions in April 2021, a measure introduced in the early stages of the Covid-19 pandemic, resulted in increasing levels of family homelessness in Galway. We focused on this in addition to highlighting the need for more action to prevent homelessness for the remainder of the year. The inappropriate and unauthorised use of residential units for short-term letting purposes locally in Galway is something we also continued to monitor and raise awareness about in 2021. We also highlighted the vital, ongoing importance of providing additional new build social housing which, despite significant increases in output in 2021, is not keeping pace with the levels of demand.

‘Despite a lot of ongoing hard work and effort to meet the housing needs of people who are homeless, this situation is frustrating for everyone as, at best, we appear to be only standing still’.

Martin O’Connor,
COPE Galway Assistant CEO,
September 2021.





Annual Report Launch

Dr Michael Ryan of the World Health Organisation launched our annual report virtually from WHO headquarters in Geneva in September 2021. The event focused on how, as a society, we can continue to work to meet the basic human rights and needs that each of us deserves. This must include timely access to adequate and appropriate housing; safety for women and children in a society that does not tolerate domestic abuse and access to services that support us in older age to allow us to continue living in our own homes.

We were inspired by Dr Ryan's perspective on addressing these societal issues faced at a local level in Galway and were moved by his sincere and informed comments on appreciating the challenges faced by the people we work with across our services.

We are very grateful to the individuals who contributed their personal stories to the report. These stories allow us to reach others who may be struggling, to know they are not alone, and that support is available.

“We saw in the pandemic, lockdowns often put people in more fragile and vulnerable situations -in the home particularly- whether that is child abuse, domestic abuse, elder abuse. The non-government sector is providing core services on behalf of the Government. This is not charity. This is about a government being able to design a policy that delivers part of its service through the community sector. That funding has to be stable.”

Dr Mike Ryan, World Health Organisation, speaking at COPE Galway 2020 Annual Report launch in September 2021.



Our People



391

Our People



181

Staff



210

Volunteers

"I am blown away by what you all do every day for so many ... You are the real heroes who have done this for years ... serving and protecting so many with humility and love and always focused on the dignity of the people you serve."

Dr Mike Ryan

World Health Organisation - COPE Galway Annual Report launch, September 2021.



Katie Padden is a Support Worker with COPE Galway's Corrib Haven Family Hub. She joined the organisation while still a student, at a time when there were challenges around recruitment due to social distancing. Read more about Katie's career journey with COPE Galway below.

Most students spend their final months of university in a frantic job search, wondering what the future will hold after graduation. That wasn't the case for recent NUI Galway graduate, Katie Padden, who was recruited by COPE Galway through a virtual career fair while she was still a student.

Not only was her job search done and dusted, but she was even able to start her new role on a part-time basis while she finished her studies, before transitioning to full-time employment with the organisation.

COPE Galway was willing to work around Katie's studies and allowed her to pick up shifts when she could. She was able to gain experience within the role and the organisation months before she was available to work full-time after graduation. Katie, in turn, worked to the very best of her abilities supporting the women and children living at Corrib Haven, often covering shifts at short notice.

Katie hadn't considered pursuing a career in homeless services before she connected with a member of COPE Galway staff at the virtual career fair.

Katie had previous experience working with children with disabilities and COPE Galway's focus on serving the local community attracted her to the support-worker role. The position was also a way to apply learnings from her Law, Sociology & Politics degree to real-world issues.

On the day of the fair, she said that she found the virtual approach less nerve-racking than she might have found an in-person career event. When she saw COPE Galway listed as one of the potential employers, she promptly searched online to find out more about the organisation's work before meeting the team. "I saw COPE Galway [at the fair], I did a quick Google search and thought 'oh that sounds interesting.' And that one 15-minute conversation led to the job," she said. "I'd recommend everyone to go to a career fair to see what options are there. Of course, I got very lucky on the day, when I met Sinéad Carey, COPE Galway's Head of Homeless Service!"

During her first shifts in the Family Hub, Katie compared herself to a 'deer in headlights' and said the role was different from anything she'd ever done before. That said, she 'got stuck in' and found that it wasn't at all as difficult as she'd thought it might be. An important thing to learn, she said, was recognising her limits.

"There's a balance of duties between working with children, supporting the clients, helping with application for properties, helping them prepare documents they might need," Katie said of her work in family services. A typical shift entails 'constantly running around' and providing activities for the young children. "We're trying to make it as normal as possible [for them], making decorations to make the space kid-friendly."

As of recently, Katie's team became fully staffed for the first time since she came on board. "Having the full team is a breath of fresh air," she said. "There's more support and we're able to share our ideas for improving the service."

Balancing her studies with her new role was a challenge, she said, but COPE Galway's flexibility prevented the balancing act from becoming overwhelming.

The job, she said, has opened her eyes to the realities of the homelessness and housing crises in Ireland.

"Realising the lack of accommodation available, how severe it's gotten, makes you realise anyone can end up in these situations," Katie reflected. She said that she is consistently struck by the strength of women she works with who find themselves in difficult situations, and she is proud to be part of a team providing such vital services.



Working at COPE Galway in 2021



Responding and Adapting to New Ways of Working

As a resilient organisation, COPE Galway employees continued to come together in 2021, adapting and rising to the waves of challenges presented to us by Covid-19 and new ways of working. By the end of the year, we were breathing a collective sigh of relief, hoping the worst of this pandemic was behind us.

Our People at COPE Galway are committed to a community where every person is valued, cared for and supported at every stage of life. While we are all focused on delivering the best we can for our clients, it can be hard to step back and reflect on how far our teams have progressed. As our staff responded and adapted to new ways of working with clients, our organisation also reflected and responded to the needs of Our People as a whole.

We turned to online activities in 2021 to assist in staff engagement and to facilitate the on-boarding of new staff during restrictions. Some of these social events included a virtual tea party (picture below) to mark International Women's Day and an Easter online get-together. Staff also participated in activities to increase the use of Irish language within the organisation and were finalists in the Gradam Sheosaimh Uí Ógartaigh, Bilingual Business Awards in 2021. *Is fearr Gaeilge bhriste ná Béarla cliste!*



While COPE Galway's services remained open throughout the year, the stop-start closing and opening of society added extra challenges to working with clients and with one other. In adapting to this new approach to work, we implemented various temporary initiatives to ensure staff and clients stayed safe. We also expanded initiatives to enhance staff well-being and development and to stay connected and engaged online when we couldn't meet face-to-face. However, throughout 2021, and particularly in our homeless service, the pandemic tested our staff's resilience many times when they covered for up to 50% of colleagues who were absent at a given time due to Covid.

Recruitment and Retention

Living with Covid-19 had a particular impact on the social care sector nationally, where recruiting and retaining staff became a huge focus. Externally, colleagues were referring to "the great resignation" while locally we struggled to fill vacant positions. Several skilled applicants who were not based in Galway, although available for employment, were unable to take up positions offered due to accommodation shortages and a lack of affordable accommodation in Galway.

Despite the challenges, we recruited 51 fixed-term, part-time and relief staff during 2021, including 40 front-line staff across our services, as well as two leadership roles with our new Chief Executive and new Head of Homeless Service. 2021 also saw the welcome return of placing students who sought experience within a purposeful organisation. We also facilitated opportunities for employees to work across projects and build on their career experience. During this period, we built on and enhanced our virtual recruitment processes. Participating in our first virtual career fair day was a particular highlight. (See pages 66-67 for Katie's story).

Training, Development and Well-being

Staff training and development remained a priority in 2021. We facilitated mandatory training and further studies for staff with support from our supplementary training fund (more on this on next page). Well-attended training webinars like Pat Divilly's 'Self-care in Uncertain Times' reinforced an emphasis on health and wellness for our staff. Staff also had access to our Employee Assistance Programme and alternative supports as we continued to prioritise health and wellness, particularly when working in a trauma environment.

Reflective practice is an important core element of a responsive and learning organisation. In 2021, we facilitated internal workshops using critical reflective practice around diversity and inclusion, bias, norms and values. Our internal facilitation team will now support teams within our organisation to use reflective practice and to create and embed this as a culture norm. (See feature pages 16-17 for more on this).

Sustainable Funding

At COPE Galway we believe in social justice for all. The people who bring to life our vision and mission each day share a passion and dedication for our values and a focus on the client at all times. 2021 was not an easy year as we learned to live with and work around restrictions that severely affected our clients' timely progression out of crisis situations. While our services remained open throughout the year and we achieved so much within heavily restricted environments (to ensure protection for all), we continued to persevere and focus on each client's assets and strengths to make a positive difference in their lives.

While these challenges were our reality and indeed our focus since March 2020, the role of Our People has become even more difficult in recent times. Each area of our work continues to see increasing demands on already-stretched resources while the cases our teams are responding to are becoming more complex. Due to a combination of these external environmental factors and, in the absence of sustainable multi-annual funding, the delivery of services is at real, never-before seen, risk.



Student Breda on placement with our Senior Support Team has a cuppa with Breege. "It was only when I joined the COPE Galway team that I began to fully understand the pivotal work the organisation carries out within our communities. This was especially beneficial considering the effect the pandemic was having on our communities, where isolation and loneliness was becoming far too prevalent. I think that opportunity was certainly one of many highlights during my placement while really creating wonderful friendships."



Progression and Development at COPE Galway

Our Supplementary Training Fund offers employees an opportunity to continuously learn new and innovative ways to work, which leads to better service provision for our clients.



One recipient, Margaret Coleman, first joined COPE Galway as Emergency Accommodation Coordinator with Family Support Services. After three years, she was drawn to a more client-facing role as a project worker that required a social care qualification, something she didn't have. She successfully applied for COPE Galway's Training & Development Fund and was supported in her studies for a Higher Diploma in Arts in Applied Social Studies (Professional Social Care) at IT Carlow.

"I didn't know exactly what I was good at when I started with the organisation," she said. "In my first role with COPE Galway, I started to realise that my heart was in working with clients, and that was a strength I wanted to pursue."

In August 2021, Margaret joined COPE Galway's Resettlement & Tenancy Support Service team as Community Housing Support Worker. She says the Training & Development fund has allowed her to pursue her passions. Thanks to her studies and placement, she now finds herself in a role that allows her to play to her individual strengths and do what she loves — connecting with people. You can read more about Margaret's journey on our website copegalway.ie/ourpeople



Our Family Hub Team Leader, Marie Simpson availed of our supplementary training fund support to complete a Master of Science in Addiction Recovery offered by the School of Medicine, Trinity College Dublin. The course was a fusion between Public Health, Psychiatry, Psychology and Neuroscience with teaching from experts from Trinity College as well as leading clinicians from the Health Service Executive at the forefront of Addiction Recovery treatment, research and policy in Ireland. The course curriculum corresponded directly with the actions set out in the National Drug Strategy.



Recognising Years of Service

COPE Galway has evolved considerably over nearly five decades of operation. From humble beginnings providing social services in Galway in the 1970s, we now employ in excess of 180 people, spanning generations – and even families – across multiple service areas and sites. Many of our employees have dedicated themselves to serving our community through their work over decades with COPE Galway.



Colette Mangan



Helena Ryan



Donna O'Neill



Paudie Cunningham

"There's a certain makeup of an individual that can last this long," observes Paudie Cunningham, who has been 25 years with COPE Galway. Paudie works at the Fairgreen Hostel, our service for men in need of short-term emergency accommodation. Paudie's colleague, Donna O'Neill, who manages the Fairgreen Hostel, also celebrated 25 years of service in 2021. Paudie says for a tenure as long as this, "there has to be a lot of positivity deep down".

Colette Mangan, who works in the corresponding service for women, Osterley Lodge, celebrated 20 years of service in 2021. "You have to be resilient to stay working in services this long," she said. "It's not an easy job and you have to develop coping skills." She added the ethos of self-care, a healthy work-life balance and the support of colleagues here makes a real difference.

Despite many challenges, seeing the impact of their work over the years keeps them going. "The fact that it's a local as opposed to a national service – a real Galway service – keeps the work close to the community," said Helena Ryan, another member of staff in Osterley Lodge who reached 25 years with COPE Galway last year. She reveals that the secret to keeping the work fresh is knowing that no two days are ever the same, "which keeps you interested in the job".

Over this time, these staff have seen tremendous changes in the organisation, in Galway, and in the kinds of clients they've served over the course of their decades of service. Read more about their observations on our website copegalway.ie/ourpeople

For further stories on Our People – see individual service sections.

Congratulations to Colette, Helena, Donna and Paudie, celebrating 20-25 years with COPE Galway in 2021. We thank all COPE Galway staff for your dedication, passion, professionalism, skill and commitment in supporting people in Galway who are at a vulnerable juncture in their lives.



When Volunteering is a Family Affair

There is an instant warmth when talking to father and daughter Tex and Louise Callaghan. It's easy to imagine the chats to be had when they make their weekly meal deliveries for COPE Galway on Friday afternoons.

The pair began volunteering with Community Catering's Meals on Wheels and social enterprise Meals4Health services three years ago, at what was a time of change and transition for both father and daughter. After Louise was diagnosed with a chronic spine condition in 2019, she had to take some time away from her almost 20 years of work at University Hospital Galway. She intends to return to work in the near future. Tex, meanwhile, was looking for a volunteer opportunity when he retired after 34 years on the road as a sales rep for Galway Crystal. His one caveat was that he still needed to have time to serve as kitman for the Galway hurlers, as he has done for the past 15 years.

Both Tex and Louise were struck by how positive and empowering COPE Galway's social enterprise Meals4Health is for people who use the service to help them live independently. Since starting with COPE Galway, Tex and Louise have delivered dinners to service users in Galway nearly every week. "There are people you'd always look forward to seeing every week, and if Louise wasn't there one week, they'd be asking for her," Tex said. "You also have to remember that you might be their only point of contact in the week."

He added that he never knows what interesting and insightful stories and conversations might spring from the Friday visits. "It might just be a few minutes, but you get someone's life story that way," Tex said.

Louise finds her work with COPE Galway to be uplifting and meaningful; it has afforded her a sense of structure and purpose since she had to take a hiatus from work. Louise said:

"You could be having a bad morning but then you go to someone's door and have that connection with them. It changes your whole perspective. ...I volunteer because I want to give my time back, but it's just as much what they give to us."

"You've got to keep busy, that's what keeps you going and keeps your mind active," her father added.

Louise said she was blown away by the ultra-spotless kitchen, the quality of the food, and the presentation of the meals at the Meals4Health facility. If anything, she wishes more people knew about the affordable, healthy meals so they could avail of the service. "I firmly believe that if you do good, good does always come back to you in another way," Louise said. "You never know when you might need this service, or someone close to you will."

"It's not every father and daughter who get to do this together," they agreed. Spending time together has long been linked with satisfactory and deep family relationships between parents and children. Volunteering as a family is a fantastic way to spend time together while also serving the community. Family volunteering provides a space for participants to connect with family members outside of the home and the typical day-to-day routine.

"When we started out, we said he would do the driving and I would do the running," Louise said. "I think we've both ended up doing a bit of each!"

When asked to describe their experience in one word, Louise didn't miss a beat before answering "rewarding." Tex wholeheartedly agreed.



Volunteering at COPE Galway

Volunteer Roles in 2021

43,680 Volunteer hours*

210 Volunteers

29 Volunteer Roles

*approximately 4 hours per week

Head Office

- Board of Management
- Audit and Risk Subcommittee
- Property Subcommittee
- Revenue Generation Subcommittee
- Fundraising
- Administrative Support
- Covid Response Bus Driver

Charity Shop

- Backroom Assistant
- Shop Assistant
- Health & Safety / Door Security
- Donations Sorting

Senior Support Service

- Driver
- Driver's companion
- Food Rescue
- FEAD
- Floor Manager (Covid-19)
- Chef
- Kitchen Assistant
- Helping Hands at Home
- Phone Befriender
- Day Centre
- Lunch Club Assistant
- Bus Assistant
- Podiatrist
- Telephone Befriending
- Administrative Support

Homeless Service

- Homework & Learning Support Club
- Befriender
- Horticulture Advisor
- Life Coach

Together

we are making a difference by

empowering people
creating change
strengthening communities

Volunteering in 2021

Volunteering is recovering and evolving as we continue to emerge from the global pandemic. COPE Galway's volunteers have played an immense role in our response locally to the Covid pandemic. A lifeline for so many, they supported our frontline services in providing a vital link to vulnerable members of our communities. The goodwill during restrictions was incredible to witness, while people unable to work offered us their time and service, all bound by a common concern for those most vulnerable in our community.

Benefits of Volunteering

Irish and global research demonstrates the many positive benefits of volunteering, from improved mental health for volunteers, to increased social opportunities. Volunteer Ireland refer to a strong sense of purpose and motivation as key benefits for those who volunteered throughout the Covid-19 crisis.



"After my studies, I had a lot of free time during the summer and felt I could easily spare a half day to help out at the COPE Galway Charity Shop. When volunteering, I have an opportunity to meet new people and make friends. I get a sense of helping people out. I also really enjoy getting to meet the locals in the city centre and getting to know the shop's regulars. Every day I learn something new. I learned that the shop generates income which benefits COPE Galway's service users, which is good news. I enjoy chatting to the staff and other volunteers, helping out customers and doing any work that's assigned to me. It feels like I am doing something good."

Colm Biggins,
COPE Galway Charity Shop
Volunteer.

In 2021, we were mindful of the personal challenges our volunteers faced while they continued to volunteer with such dedication and commitment. The pandemic highlighted that in a crisis, best practice in volunteer management was more critical than ever before. COPE Galway offered support and training and made every effort to make sure our volunteers felt valued, appreciated and safe. We were conscious of encouraging self-care and with this in mind, we offered a Resilience and Self-Care Webinar with Pat Divilly for our volunteers and staff, with the support of our Charity Partner, Medtronic.

"Pat's [self-care] workshop really hit home and gave us all a lot of skills that can help us to get through a troubling time in the world. We are all really thankful for the support from both parties and it motivates us to do even more to support COPE Galway going forward."

Ayrton Walsh, COPE Galway Volunteer
Kitchen Assistant at Community Catering.

Like many organisations in 2021 we continued to move several in-person volunteer projects to virtual platforms, such as Family Services' Homework Support Project and the IT Skills Project in Homeless Services. We also partnered with Medtronic to develop a *Spotlight Programme* (featured on pages 78-79). Many of our volunteers felt that technology enabled them to keep volunteering. However, meeting virtually was not the same experience as face-to-face contact and interaction. By end 2021 we were delighted to offer vital volunteer services in person again.

Christmas at COPE Galway

December is a very busy time when our community comes out in force in the true spirit of Christmas to support our work at COPE Galway. Our Christmas Donations Project sees volunteers help sort food and gifts for 400 hampers every year. They also sort and wrap toys for the Giving Tree Project. Without their time and commitment, we could not continue to provide our range of supports that make such a huge difference to some of the most vulnerable families and individuals in Galway. This all makes it possible for us to strive towards achieving our mission to make a difference by empowering people, creating change and strengthening communities.

Looking Ahead

We will continue to embrace the opportunities available to us within our supportive community to enhance our work through meaningful and well-resourced volunteer programmes. In line with our strategy objectives, initiatives due to roll out next year will embrace two-way benefits for our clients and volunteers and focus on prevention and early engagement activity.

We are equally committed to prioritising the wellbeing and development of our volunteers by ensuring they have access to the supports, opportunities and training they need to maintain and improve the quality of our services within recognised quality standard frameworks. Investing in Volunteers (iV) is a Quality Standard for good practice in volunteer management. By achieving this standard (in 2018 and due in 2022), we want to show how much we value our current – and potential – volunteers and give them confidence in our ability to provide an outstanding volunteer experience.



Volunteer Martina Connolly has served a number of roles over the past 10 years, from Meals4Health meal delivery to helping set up a vibrant community lunch club in Galway City. Martina is currently volunteering at the Sonas Day Centre (pictured). Over the years, she has developed friendships with other volunteers and those who use the services.

"I've found volunteering very fulfilling. My day job is a lot of desk work and computers, so it was important for me that the volunteering had a social aspect to it ... Some people think you need a load of time to volunteer, almost like an empty slate. ... Everybody is busy, everyone has so much going on in their lives. But really, if you can commit to that one hour, [the COPE Galway staff] will work around it. It's important to me that I get that time in."

Martina Connolly, Volunteer.



L-R: Eamonn Smith, Volunteer Martina, COPE Galway Co-ordinator Lucia, Mike Cunniffe and Denis Connolly at Sonas Day Centre.



Corporate Volunteer Engagement Programme

While most individuals volunteer at COPE Galway in their own time, we also support and facilitate employees to volunteer in groups or as individuals through our Corporate Volunteer Engagement Programme, as part of the Corporate Sector's responsible and sustainable business practice or 'Corporate Social Responsibility' plans (CSR).

Our programme is open to companies and businesses who are seeking meaningful ways to become involved in their community. Volunteering provides a great platform to engage employees which can benefit the employee, employer, the recipient organisation and of course the community.

COPE Galway has had many corporate partners over the years. While restrictions over the last two years limited in-person opportunities, in 2021, we were delighted to successfully partner with a small number of companies: Nordson Medical, Thermo King and Medtronic (Spotlight Volunteer Programme). We are incredibly grateful to all the employees who gave their time and skills in such challenging times.



COPE Galway

A big heartfelt

THANK YOU

to all our incredible volunteers, who provide extraordinary support across COPE Galway services.



Medtronic Galway and COPE Galway – a long term partnership of success

As a long-standing charity partner, COPE Galway was invited to participate in a pilot of the Medtronic Foundation Spotlight Volunteer Programme, an initiative that encouraged Medtronic employees to get involved in volunteering opportunities in their community.

Beginning December 2020, Spotlight developed through 2021 into a hugely successful collaboration for both organisations, with 590 Medtronic employees giving their time to a range of different projects.

Three members of Medtronic’s Philanthropy Team, Síle MacMahon, Pauline Joyce and Patrick Curran, sat down with Lucia Canavan, Volunteer Coordinator and Sharon Fitzpatrick, COPE Galway’s Head of Development to talk about the project.

“The natural synergy between Medtronic’s mission to be responsible community citizens and COPE Galway’s services helped to build a trusting and mutually beneficial relationship between our organisations,” said Síle. “Spotlight gave us the opportunity to support our community, expand the scope of our volunteering and deepen our relationship with COPE Galway.”

Christmas giving during a challenging season

Spotlight was originally intended to be an in-person volunteering programme, with the Christmas hampers the first in a series of ventures. But like many projects in 2020, the programme needed to adapt as both organisations navigated the hurdles of the pandemic.

While the Christmas hamper project came with some logistical challenges, the Philanthropy Committee was blown away by the huge desire from Medtronic staff to help in any way they could. As Pauline described, “We all felt vulnerable during the pandemic, and there was a heightened desire to do whatever it took to complete the project.

The Philanthropy Committee introduced a time slot booking system for volunteers for the hamper project which they shared with Medtronic staff on a Thursday evening. By Friday morning, every single slot was booked. “There is such respect and two-way commitment between Medtronic and COPE Galway,” Pauline said. “Throughout Covid we saw everyone at COPE Galway turning themselves inside out continuing to serve, and that motivated us to work hard too.”

For Medtronic employees working remotely across Galway and even further afield, the volunteer slots doubled as a welcome opportunity to see friends and colleagues they hadn’t seen (except via Zoom) for eight months.

Volunteer ambassadors help to create change

As 2021 approached it was clear that the Spotlight programme would have to go online and the two organisations together created a series of inspiring virtual volunteer projects that would both engage Medtronic staff and support COPE Galway.

The Advocacy Programme was the first virtual project delivered under the Spotlight Programme - COPE Galway created and delivered three advocacy sessions to Medtronic employees, with each session focusing on one of COPE Galway’s services.

Medtronic staff were invited to become volunteer ambassadors for COPE Galway by attending these live sessions.

All three members of the Philanthropy Committee said they were deeply moved by these sessions.

"I don't think we can underestimate the impact of the advocacy sessions," Patrick said. "They showed our employees the services that are available to them in their community."

This was exactly what COPE Galway had hoped to achieve. "The advocacy work was significant for us because it allowed us to raise awareness of important social issues with a wide audience," said Sharon. "If we want to achieve a society where domestic abuse is not tolerated, we need to talk openly about the issue. The opportunity to discuss domestic abuse with 600 people sparked many conversations, and this is what creates societal change."

The advocacy sessions were just the start. A total of nine projects ranged from problem solving and IT skills sharing, to donations of Easter eggs and cards. The Philanthropy Committee emphasised how Medtronic employees also benefited, with Patrick speaking about the value of sharing his professional skills and seeing them make an impact elsewhere.

"We are also seeing employees' philanthropy and volunteering work receive more recognition within the company, including in performance reviews since the Spotlight project" he said.

Both organisations gained significant learnings from the Spotlight programme to bring to future projects.

"Skills-based volunteering can be a difficult nut to crack, but this project offered such a large-scale trial of skills-based volunteering, which seemed to be received very well. That's because COPE Galway was very clear about what they needed and wanted," Patrick said.

Ongoing relationships

"The Charity relationship doesn't end at the end of a year or a programme," Síle said. "We joke when the year comes to an end that it's going to be like a divorce, but the truth is that doesn't happen, relationships continue. She added the relationship between the two organisations is "very highly regarded and is what I would describe as the essence of value exchange."

Lucia agreed that the partnership has grown and developed. She noted, "There is such responsiveness and positivity [at Medtronic], we always feel we can pick up the phone and ask for what we need. The trust between our organisations is what made the project so successful."

According to Síle, the success of the Spotlight Programme has made the Philanthropy Committee more ambitious and "has opened up a whole new landscape of things we can do".

"We have teams of people in Medtronic who just love to volunteer and are willing to give themselves to a mission of improving their communities. We want that to continue always," Síle said.

In many ways, Medtronic Galway has become an extension of COPE Galway. This partnership story is a wonderful example of how a Corporate Charity alliance can create connections based on meaningful engagement, positive outcomes and real impact for everyone involved.

Medtronic plc is the sole funder of Medtronic Foundation, whose focus is on improving lives for underserved and underrepresented populations worldwide, and supporting communities where Medtronic employees live and give. For more information please visit medtronicfoundation.org.





Kasia began her journey with COPE Galway back in 2019. Since then, she has progressed from volunteer to staff member and discovered a supportive network of co-workers and volunteers through the COPE Galway community.

Drawn to the social work area for most of her adult life, Kasia has always had a desire to support and uplift others. Upon moving from Poland to Galway in 2011, she continued to pursue her passion for people, working with the Citizen's Information Centre, Galway Volunteer Centre, and Cosáin Community Wellness among others.

During her time living in Galway, Kasia availed of COPE Galway domestic abuse outreach services. Despite her professional experience working with clients in difficult situations and despite her experience of completing hundreds of forms on behalf of her clients, she needed support. "Even if you know what should be done, even if you know how to do it, even if you know the theory and have experience, everything becomes completely different when you're emotionally involved. It can be easier to help others than to help yourself, sometimes."

Over a period of a few months, Kasia met regularly with a COPE Galway outreach keyworker, who offered her an empathetic ear and advice. While it was Kasia's own resilience and determination for a better, safer life that saw her through these trying times, she felt that the support she received from COPE Galway was invaluable in guiding her towards a brighter future.

So, in the summer of 2021, when Kasia began searching for volunteering opportunities, she knew instantly that it had to be with COPE Galway. "Their values are so close to my own and to what I used to do for almost all my life. I've been really impressed by the services. I have found through first-hand experience that COPE Galway's mission is not only theoretical but is implemented in a practical way" she explains.



The staff members' attitude towards the service users is impressive. They are supportive and encouraging and give their clients complete autonomy over decisions that affect their lives."

As she was emerging from an emotionally turbulent period of her life, Kasia did not yet feel ready to return to a client-facing role. She needed to re-evaluate her career goals. "I needed a rest from problems," she explains. "My own and others'." By becoming a COPE Galway Charity Shop volunteer, Kasia felt that she was still able to give back to the local community, without having to take on an emotionally taxing role. "It's still the same organisation. You can still feel you are doing something meaningful without being involved [with clients] directly."




Before volunteering at the COPE Galway Charity Shop, Kasia had never worked in the retail sector. As a result, when the position of charity shop assistant manager became available, Kasia did not believe that she was qualified. However, with the encouragement of her fellow volunteers, Kasia was emboldened to apply. "It was so nice to have their support.

"We have a really great team of volunteers, and I would never have applied [for the job] without them. I am really grateful as it is perfect role for me at this stage of my career."

In her new position, Kasia still enjoys the same sense of camaraderie with her co-workers and shop manager that she did as a volunteer. While her new role brought new challenges and new responsibilities, it is still the joy of connecting with customers and co-workers alike that motivates Kasia. "As assistant manager, I do have more duties, but everything else is the same – the same nice atmosphere and conversations."

Recently, Kasia – along with several other women from across the organisation – braved the wind and rain to take part in the VHI Women's Mini Marathon and raise vital funds for COPE Galway. The 10km journey was by no means an easy feat, but Kasia crossed the finish line; and the experience was an incredible accomplishment for all involved. "We were soaking wet by the end of it, I couldn't even use my phone to make a call!" she remembers, "but we really felt like a team. We learnt a lot about ourselves on the day, too."

Kasia's time with COPE Galway has so far been defined by emotional, interpersonal and career growth – yet it is just the beginning of her journey. Each day being a member of the COPE Galway Community presents a new opportunity – for learning, for friendship and for compassion.



“When you lift someone up and make a difference, you are giving a special gift. Your act of kindness for others will bring you the tranquillity and happiness that you seek.”

Marie Nicholson, COPE Galway Volunteer

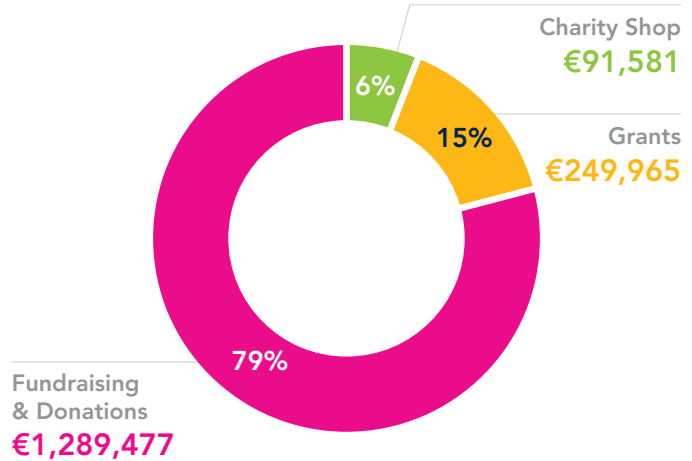
Fundraising, Grants & Retail



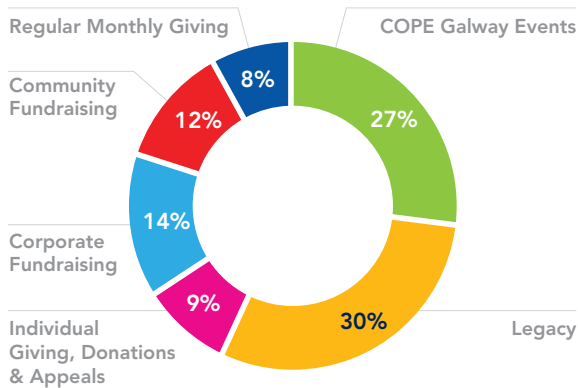
Fundraising, Grant and Retail Income in 2021

Total Revenue: €1,631,024

With the return of some in-person events, we were delighted to get out into our community and see supporters face to face again. In the midst of such a challenging year for everyone, our fundraising team continued to adapt and develop hybrid fundraising opportunities which would give supporters an opportunity to fundraise and donate. In particular, the Business Leaders' Sleep Out and the Christmas Swim stand out as landmarks in our calendar of events and a testimony to the compassion and tremendous support we receive from the Galway community.

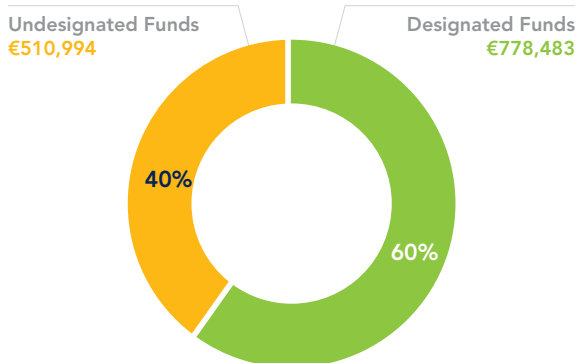


Fundraising Activities in 2021



Thank you Go raibh maith agaibh

Through the generous support of the people of Galway, COPE Galway was able to raise in excess of €1.25m towards the delivery of our vital social services. Fundraising income is essential for COPE Galway to continue operating and allows us to expand our services where necessary and respond to the unique needs of the client groups we serve. In short, donations to COPE Galway make a real and tangible difference in the lives of people in Galway. Thank you for the trust you placed in COPE Galway and for the impact you make possible.



Best Practice in Transparency and Accountability

COPE Galway is a member of Charities Institute Ireland and is compliant with *The Guidelines for Charitable Organisations Fundraising from the Public.*

We welcome your feedback on our performance and can be contacted about this via phone (091 77 87 50) or email (fundraising@copegalway.ie).

Fundraising

Community Events and Activities

With schools and community groups still coming to terms with the long-term effects of the pandemic, we were continuously amazed at the ingenuity and big-heartedness of our community. From the return of our annual golf event, local football matches and community sleepouts, to the virtual Women's Mini Marathon and so much more, we were truly grateful for the ongoing and passionate response from our community.



Sarah Crowe - 2021
Virtual Women's
Mini Marathon

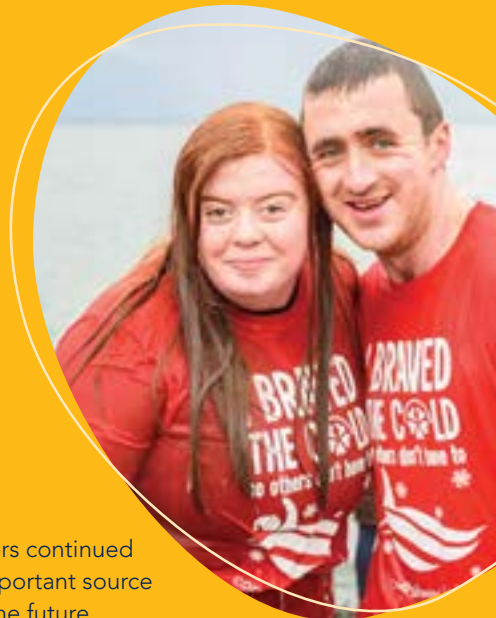


Christmas Hampers

Every year COPE Galway delivers food and gift hampers to people in Galway who need extra help at Christmas time. We were delighted to be able to re-open our donation hub to the public again and received an overwhelming response from the community who were eager to help by donating toiletries, food and gifts. With support from Medtronic and Cisco volunteers, who assembled hampers and sorted donations, we delivered over 400 hampers to families and individuals across our services.

Christmas Swim

The annual Christmas Swim returned in full force in 2021, taking on a new form as a hybrid event – with swimmers taking part both virtually and in-person. This was a tremendously successful event this year with over 850 participants. It was fantastic to be in Salthill again on Christmas morning for those who joined the "Live Event" and the sea of red COPE Galway t-shirts lining the beach and Blackrock tower brought great joy to everyone there. A team of over 70 dedicated volunteers also turned out to help with the running of the event despite the rain. Families, colleagues, students and friends embraced the Galway community spirit to raise almost €55,000 for COPE Galway's services.



Kinvara Children's Centre Sleep
Out Fundraising Event

Regular Individual Giving

The COPE Galway tribe of regular and committed donors continued to show their support throughout 2021, providing an important source of regular, steady income which allowed us to plan for the future.

This reliable source of funding means that our long-term planning and decision making can be more effective, and with more regular gifts, we can commit to the development of more projects. Regular giving also lowers our administration costs and helps provide some security in times of emergency and uncertainty – such as has been experienced since the arrival of the pandemic.

Corporate Giving

Galway's corporate and business community continued to face their own challenges brought on by the pandemic throughout 2021. With many staff working remotely, employers were looking for new ways to engage with their staff and provide them opportunities for meaningful community connection. We were grateful to be given opportunities to hold our online Lunch and Learn sessions, where staff could hear about our services in the community, ask questions, and learn about new ways they could support COPE Galway.





8,703

Donations



663

Regular Monthly Givers



105

Community Fundraisers



€54,000

Christmas Swim Income



72

Christmas Swim Volunteers



50

Business Leaders Sleep Out Participants



2,995

Business Leaders Sleep Out Donations



€253,814

Business Leaders Sleep Out Total Income



2,000+

Toiletries Donated & Distributed



1,500+

Goods Donated



27

Christmas Jumper Days



180+

Christmas Hamper Volunteers

Spotlight



Coffey Construction Project at Fairgreen Hostel

Inspired by a guided visit to Fairgreen Hostel just prior to the first Covid-19 lockdown, Coffey Construction made the decision to formalise their Corporate Social Responsibility (CSR) programme, choosing COPE Galway and three other charities to support in 2021.

“COPE Galway was really at the top of the list as a local charity who provide such a badly-needed service,” said Niamh McNulty, Health and Safety Manager at Coffey Construction. “In March 2020, myself and Gary Coffey, our Health, Safety, Quality and Environment (HSQE) Director and one of the Coffey family, went to the Fairgreen Hostel and met their fabulous manager, Donna O’Neill. To be honest, it was quite an emotional experience and very humbling, and we came away without any doubt in our minds that COPE Galway was the right charity with which to align ourselves.”

Originally envisaged as an interior refurbishment project, the onset of the pandemic meant the Coffey Construction team had to change tack. Thus, an alternative exterior project to rejuvenate the external courtyard took shape. The project involved the removal of an impractical gravel surface and replacing it with tarmac. The result has made a huge impact on how residents use the space.

Lockdowns and shutdowns pushed the project start date several times but, once underway, the Coffey crew got straight to work. Niamh, in praising the team involved, said, “You couldn’t say enough good about them, they were brilliant. We didn’t expect anything different!” Fairgreen Manager Donna O’Neill also paid tribute to Niamh and all the Coffey Construction team for their determination in seeing the project come to fruition. The team spent the week onsite and were, Donna noted, always friendly and respectful as they completed the work. She reflected on a particular highlight as “being able to host them for dinner in our resident dining room at Fairgreen one evening.”

Coffey Construction collaborated with supply chain partners, including IPL Street Products, O’Gorman Surfacing, Flaherty Plant Hire, Walsh Waste, and Larkin Engineering, who provided services and materials at their own expense to support the project.

Niamh noted, “In reaching out to our partners, we were confident that they would want to help. It was encouraging and heart-warming to see their positive reactions. Larkin Engineering jumped at the project straight away, without even a second thought, as did all the companies we asked, to be fair. It was just great to get this response.”

At a time when life is tough for so many it is lovely to see local people willing to chip in and think of others.

“The topic of homelessness has never been in the limelight as much as it is now; it is affecting so many people and is so critical,” Niamh continued, adding that she would encourage any company in a position to do so, to lend their support to COPE Galway. “Obviously, it is up to each company to make their own decisions. But for us, COPE Galway was right up there on the list of potential charities for our CSR programme, and we would certainly encourage other businesses to support COPE Galway too.”

Business Leaders' Sleep Out

COPE Galway's 10th annual Business Leaders' Sleep Out took place on the first Friday in December 2021 with a record 50 business leaders taking part and, together, raising an incredible €253,814.



The funds raised allow us to develop homeless supports and increase resources to support families and individuals while they remain for extended periods in unsuitable accommodation. Supports range from continuing to expand and develop community supported housing, increased tenancy support and preventative work for men, women, and families so they avoid homelessness.

Business leaders who took part, a few having done so over several years, reflected on the profound experience of spending a night on the street with peers and of the opportunity to give back to Galway in such a streamlined, unique event. A clear sense of togetherness, community and pride was palpable on the night, with participants reflecting on their shared experiences and on what it means to be homeless, to have to do this every night and not have your own home to return to.

COPE Galway wishes to thank all business leaders, their supporters and the Galway community who supported the 10th annual Business Leader's Sleep Out event.

"Seeing these 50 Business Leaders come together and witnessing the encouragement of their friends, colleagues and family really brought home the commitment and unity of our community in supporting our work and our clients. ... I was struck by a feeling of 'much done, a lot more to do in addressing homelessness in Galway.'"

Sinead Carey, Head of Homeless Service and Business Leaders Sleep Out Participant.



To help us continue our work in providing this vital support, further information is available on our website:

www.copegalwaysleepout.ie



Scan code to access

Grant Income and Philanthropy

We received significant private and corporate philanthropic support via The Ireland Funds, The Community Foundation for Ireland and The Medtronic Foundation in 2021. This funding supported us in responding to increased demand for our services, allowing us to scale up existing services and add additional services as needed. Here we shine a light on two projects made possible with the support of grant funding.



THE IRELAND FUNDS

Solas Óg is now well-established as Galway's children and young people's domestic abuse service and is one of COPE Galway's core services supporting children, teenagers, and young adults. The development and growth of the Solas Óg service has been made possible thanks to philanthropic support from a donor-advised fund via The Ireland Funds. Multi-annual funding has enabled us to research, develop and grow this service, building a specialist team and increasing awareness of the effect of domestic abuse on children and young people.

The Solas Óg team works with children, teenagers, young adults and their mothers through one-to-one activities-based keywork support, either at Modh Eile House, or through outreach in the community. With the easing of Covid-19 restrictions and with a large increase in referrals, our outreach service in Galway City and County has expanded significantly. We also increased our work with local primary schools and supported young people in developing social groups.

We are deeply grateful to our benefactor for this generous funding that is enabling the development of Galway's child-centred domestic abuse service.

Further information on our Solas Óg service is available on page 42.

The RTÉ Does Comic Relief Adapt and Respond Fund



The importance of supporting social connections during a time of increased isolation and loneliness for many older people has become more evident, and the support of The RTÉ Does Comic Relief Adapt and Respond fund enabled us to expand our range of befriending services to older people. Funding supported us in promoting and delivering the Helping Hands at Home and the Time to Care befriending projects, which provided the opportunity to encourage older people to be mindful of the benefits of a good diet, exercise and social connectivity in promoting good physical and mental health. (Read more about our befriending projects in Carol and Mary's story on 48)

In addition to addressing isolation and loneliness, the Time to Care project has provided valuable learning, including a better understanding of the additional support required to reach those who are particularly isolated. As a result, we have strengthened our working relationships with professional health agencies where we have been able to refer older people experiencing health problems beyond the services we provide.

We very much appreciate the support of RTE Does Comic Relief and The Community Foundation for Ireland for our work with older people.



Above: Solas Óg youth space, primarily for teenagers and young adults. Left: Solas Óg playroom, primarily for younger children



COPE Galway Charity Shop

The COPE Galway Charity Shop on St. Augustine Street, located in the city centre, sells second-hand fashion, accessories, jewellery and books to the public. The shop accepts donations from the public, stocks items of excellent quality and has a regular turn-over. Despite the weeks during restrictions when we were not open, our shop raised a total of €91,581 in 2021.

Our Charity Shop is not only an important source of revenue for vital funds which go directly to supporting our frontline services. It also provides important services for our clients and the wider Galway community. Clients can come in and choose clothes and shoes in a manner that is empowering and respectful. The shop also offers opportunities for volunteering, work experience and community employment, and its city centre location is invaluable as a central location for enquiries from the public and as a way of advocating for our services and events. You can read more about this in the Our People - Volunteers section of this report.

Due to Covid-19 restrictions, our doors were closed for the first 19 weeks of 2021. The year brought continued challenges for volunteers and staff who had to be flexible to accommodate changing Covid-19 safety regulations. We were delighted to be able to re-open on the 17th May and meet all our regular customers and volunteers, as well as many new ones.



The shop consistently operated to the highest safety protocols with careful quarantine for donations received and cleanliness guidelines to ensure everyone's safety. Measures were taken to ensure safe distancing in the shop and a well-managed queueing system outside the door required extra volunteers. Receiving donations became a challenge but some volunteers worked hard in a separate space to accommodate this.

Many businesses and individuals continued to support us generously in 2021 and we would like to extend a very sincere thank you to everyone that has helped the COPE Galway Shop throughout 2021. Special thanks to the team of dedicated and hard-working volunteers who bring such warmth and vibrancy to the Charity Shops and our customers.



Finance & Governance

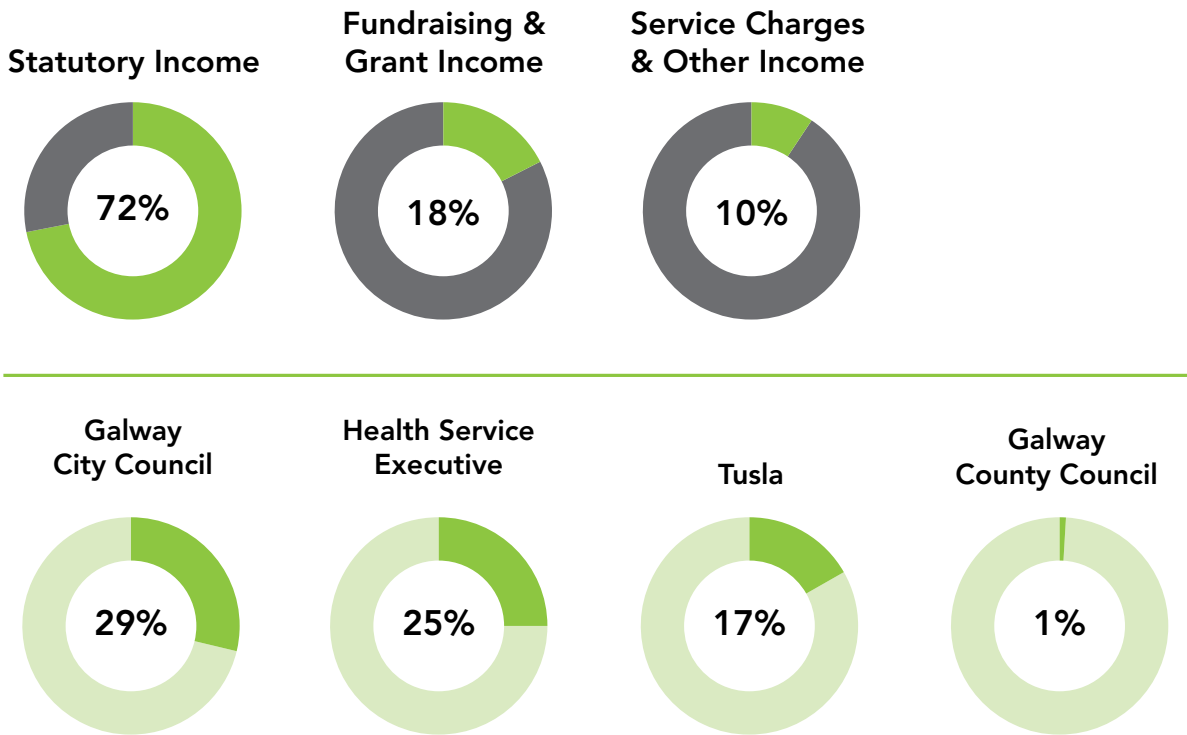


COPE Galway Financial Review

The financial statement for the year ending 31 December 2021 is set out in our full audited accounts at the end of this annual report. Operating income for 2021 was €8,932,980, (excluding Private Emergency Accommodation Funding of €3,365,182 and Capital Assistance Scheme funding of €705,500) representing an increase of €329,382 or 4% over the prior year.

The increase in funding is largely attributable to Fundraising (€424,918), HSE (€226,948), Tusla (€290,917), and Pobal (€66,683). Offset by decreases in Galway City Council income (€477,572), grant income (€200,236) and other income (€2,276). A full breakdown of Income is available in Note Three of the Financial Statements.

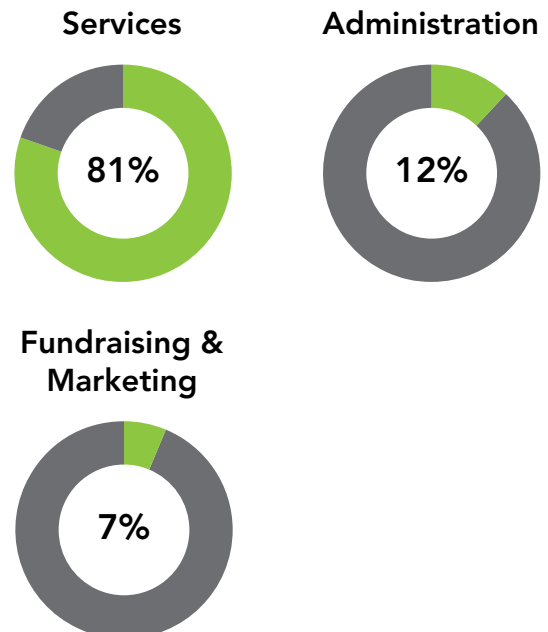
Income



Operating Costs

The total cost of operating our services in 2021 was €7,999,153, excluding private emergency costs of €3,365,182 and depreciation of €202,146, representing an increase of €649,383 or 9% over the prior year. This is largely attributable to an increase in salaries and wages due to a growth in staff numbers in 2021 and the absence of the wage subsidy scheme, which COPE Galway had availed of in 2020. Operating costs are shown in visual opposite.

The retained surplus for the financial year amounted to €1,437,181 (2020 €1,699,508). 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 outlined in the Finance Table below, which would normally be credited to the balance sheet and not included in the income and expenditure account.

Finance Table

	2021 (€)	2020 (€)
Capital Funding for the purchases of Rental Property	705,500	305,000
Increase / (decrease) in funds designated for a specific purpose	524,904	126,721
HSE funds for Temporary Emergency Accommodation project	344,000	-
HSE funds for Homeless Outreach Projects	66,467	-
TUSLA funds received for 2021 for expenditure in 2022 in the Domestic Abuse Service	44,000	73,013
Galway City Council income received in 2020 for 2021 expenditure on Cold Weather Response project	(229,989)	229,989
HSE funds received for 2021 Covid-19 Self Isolation Programme	(218,886)	218,886
Housing First funds received for 2021 expenditure	(30,945)	30,945
Capital Funding for Domestic Abuse Refuge	-	314,431
Total	1,205,051	1,298,985

Reserves

In common with many charities, COPE Galway has an obligation to ensure sufficient funds and sources of income are available for the continuation of services. In addition, the level of reserves is monitored and agreed upon annually so that they are maintained at a reasonable level in the context of planned expenditure and future commitments. Directors review all income sources on an ongoing basis.

In line with the operational reserves plan, €107,948 (representing 10% of 2021 fundraising income) was transferred from unrestricted reserves to designated reserves. On 31 December 2021, COPE Galway had total unrestricted reserves of €1,727,712 (€1,412,123 in 2020) after accounting for this transfer.

COPE Galway Financial Statement

Income and Expenditure Account for year ended 31st December 2021

Income

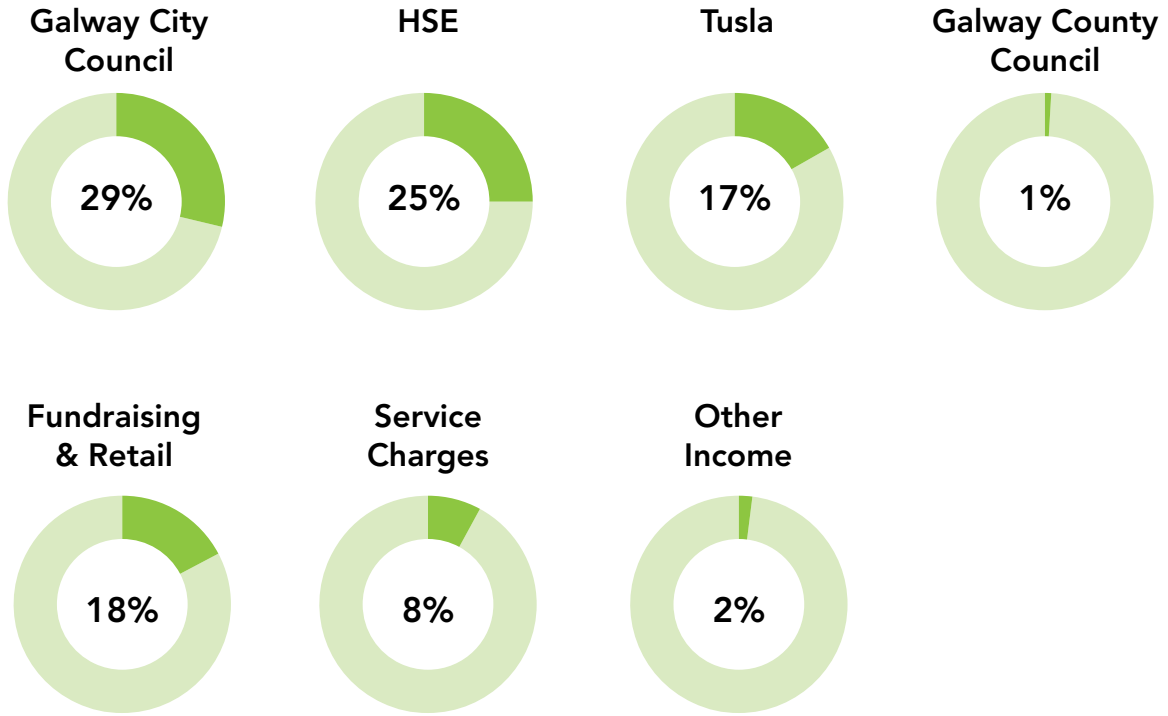
	2021	2020
Galway City Council	2,654,524	3,132,097
HSE	2,206,360	1,979,412
Tusla	1,509,898	1,218,981
Galway County Council	51,662	51,662
Fundraising and Retail (to include Grants)	1,631,024	1,400,905
Service charges	741,764	735,676
Other Income	137,748	84,864
	8,932,980	8,603,597
CAS Funds	705,500	619,431
	9,638,480	9,223,028

Expenditure

	2021	2020
Homeless Service	4,350,042	4,145,583
Domestic Abuse Service	1,478,830	1,356,174
Senior Support Service	775,808	760,978
Administration	860,691	723,485
Fundraising	533,782	363,549
	7,999,153	7,349,769
Depreciation	202,146	173,751
	8,201,299	7,523,520

In 2021, COPE Galway received €3,365,182 (2020: €4,163,671) from both Galway City and County Councils to cover the costs of private emergency accommodation. This is reflected in our Income and Expenditure in our Audited Accounts, but not included above.

Where our money comes from*



How our money is spent*



* Original decimals have been rounded up for these percentages

Governance

Organisational Structure

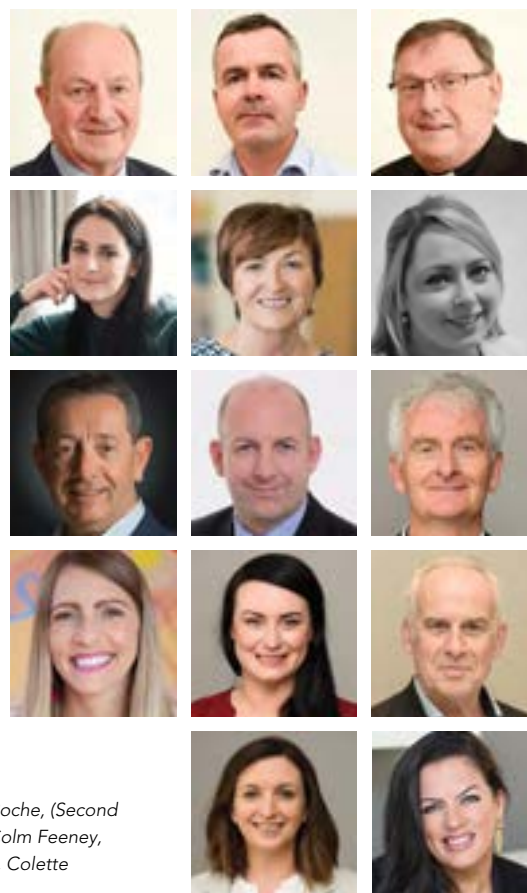
A registered charity with over 180 employees and over 200 regular volunteers, COPE Galway is a private company, limited by guarantee. A voluntary Board of Directors manages the organisation, with operational responsibility delegated to the Chief Executive Officer (CEO), who is not a member of the board. Our directors are responsible for the overall governance and strategic direction of the organisation. The directors have no beneficial interest in COPE Galway. Additionally, the board is responsible for ensuring that the organisation operates an appropriate system of financial control and complies with relevant laws and regulations.

2021 saw COPE Galway's Board of Directors hold six board meetings, with 90% attendance overall, and one strategic away day for the Board of Directors and Senior Managers. The table below indicates the various seat allocations, meeting attendance and years of service of the board members.

(Top Row L-R): Éamon Bradshaw (Chairperson), Dr Seamus Lennon, Fr Joseph Roche, (Second Row L-R): Suzanne Moloney, Caroline Healy, Ashling McEllin, (Third Row L-R): Colm Feeney, Enda McGuane, Padraic Timon, (Fourth Row L-R): Máire Treasa Ni Dhubhghaill, Colette Mangan, Colm O'Donnellan, (Bottom Row L-R): Ciara Greaney, Ariana Dunne

COPE Galway Board of Management 2021

<https://www.copegalway.ie/about/board-of-directors/>



Board Member	Role/ Representative	Term in years (As of 2020)	Board meeting attendance 2020	Term in years (As of 2021)	Board meeting attendance 2021
Éamon Bradshaw (Chairperson)	Business	3	6/6	4	6/6
Dr Seamus Lennon	Quality	2	6/6	3	5/6
Fr Joseph Roche	Diocesan	3	4/6	4	6/6
Suzanne Moloney	Enterprise/ Business	1	3/3	2	4/4
Caroline Healy	HR	1	3/3	2	5/6
Ashling McEllin	Customer Services	1	3/3	2	6/6
Colm Feeney	Business	1	2/2	2	5/6
Enda McGuane	Property	1	2/2	2	5/6
Padraic Timon	Business	1	5/6	2	6/6
Máire Treasa Ni Dhubhghaill	Media	1	2/2	2	6/6
Colette Mangan	Staff			1	6/6
Colm O'Donnellan	Business			1	3/6
Ciara Greaney	Finance			1	6/6
Ariana Dunne	Business			1	3/4

Subcommittees

COPE Galway’s Board of Directors is supported in its role by seven subcommittees (outlined in table below) composed of members of staff, board representatives and external individuals with relevant expertise. All subcommittees are chaired by a director, have clearly defined terms of reference and report in rotation at every second meeting to the board. Subcommittees develop annual budget requirements and programmes of work, shaped by COPE Galway’s Strategy 2020 – 2025 and its Strategic Implementation Framework, which sets out goals, actions and KPIs over the short- medium- and long-term.

Subcommittees hold a role in creating a leadership environment which empowers staff to take ownership of strategic implementation. Regular reviews are undertaken to provide updates to the board on progress and challenges in achieving organisational objectives. Subcommittees act as a mechanism for feedback and recommendations between the staff and board.

In 2021, members of the board sat on seven subcommittees as follows:

		Prevention & Advocacy		Responsiveness & Impact		Our People		Revenue Generation		Property		Audit & Risk		Finance & Funding*	
		Year		Year		Year		Year		Year		Year		Year	
		'20	'21	'20	'21	'20	'21	'20	'21	'20	'21	'20	'21	'20	'21
Total Meetings		1	4	1	4	4	5	2	5	3	6	4	5		5
Board Member	Maire Treasa Ní Dhubhghaill	0/1	3/4												
	Ashling McEllin			1/1	4/4										
	Caroline Healy					4/4	5/5								
	Colm Feeney							2/2	4/5						
	Suzanne Moloney							2/2	5/5						
	Colm O’Donnellan								4/4						
	Adrian Callanan (External representative)									2/2	5/6				
	Fr Joe Roche									0/3	6/6				
	Enda McGuane									2/2	6/6				
	Martin Corless (External representative)									3/3	5/6				
	Seamus Lennon											4/4	5/5		
	Bernadette Costello (External representative)											4/4	5/5		
	Padraic Timon														5/5
	Ciara Greaney														5/5

*The Finance and Funding subcommittee was established in 2021.

Board Effectiveness

In May 2021, The Board commissioned an independent board performance review, conducted by independent consultants, The Carmichael Centre. The review involved a self-assessment questionnaire and two evaluation workshops, along with optional individual meetings with the consultant.

Board performance was rated 3 or 4 out of 4 in all areas, indicating the Board is working well but gives us scope to improve effectiveness and performance. All recommendations of the report have since been implemented.

Induction and Training

All new board members are inducted into the organisation. They receive a board Code of Conduct booklet which includes a Conflict-of-Interest Policy. Every board meeting commences with a request for potential conflicts of interests. There is mandatory training in place for all directors in the areas of the Charities Good Governance Code and Board Roles and Responsibilities; further training for all board members takes place as and when the need arises.

Chairperson

The Chairperson is appointed by the Board for a period of three years. At the end of that term, the chairperson may be reappointed for a further maximum term of three years (maximum tenure: six years). As of November 2021, Éamon Bradshaw stepped down from his role as Chairperson of the Board of Directors following four years of service. The board wishes to take this opportunity to thank Éamon for his immense leadership throughout some of the organisation's most challenging times.

Padraic Timon succeeded Éamon as Chairperson in November 2021. The Board wishes Padraic well and looks forward to working with him.



Éamon Bradshaw, outgoing Chairperson

Chief Executive Officer

In May 2021, Jacquie Lynskey stepped down from the Chief Executive Officer (CEO) role to take up a role as Head of Senior Support Service. Following a successful external recruitment campaign, Michael Smyth was appointed by the board as the new CEO. The Board would like to commend Jacquie on 24 years of exceptional leadership and thank her for many years of service to COPE Galway. The Board looks forward to working with Michael and wishes him every success.



Jacquie Lynskey, outgoing Chief Executive Officer

Governance, Compliance and Managing Risk

The Audit and Risk Committee reviews the effectiveness of the organisation's internal financial controls and procedures; oversees the external audit process from planning to completion and recommends the financial statements to the board for approval. The committee also oversees our risk management process (further details are in our Risk Register Table on (page100) and compliance with various legal and governance requirements including the Charities Act, Approved Housing Body Regulatory Authority, Health & Safety, Company Law, GDPR, Children First legislation, and governance relating to service level agreements with our various funders.

Role of the Audit and Risk Committee

Under its Terms of Reference, the role of the Audit and Risk Committee is to assist the board in its assessment of the effectiveness of the systems established by COPE Galway's management team. These include reviewing the comprehensiveness and reliability of internal controls and assurances on risk management and the control environment and accuracy and completeness of the financial statements.

Internal Audit

A programme of internal audit was delivered during 2021 in line with the approved Internal Audit Plan as follows:

Travel and Subsistence audit undertaken by DHKN– Outcome of Satisfactory Assurance.

Payroll audit undertaken by Mazars – Outcome of Reasonable Assurance level.

Internal Controls:

- Follow-up review of previous internal audit recommendations.
- Internal control questionnaire, completed by Management and reviewed and summarised by the Audit and Risk Committee to establish whether evidence of controls reported by management are in place.

A self-assessed gap analysis of compliance with Children First Guidelines and Legislation (requested by Tusla).

External Audit

COPE Galway's external financial audit took place between March and April 2021. It was reported to the Audit and Risk Committee by the auditor that there were no findings identified from their audit of the 2020 financial statements and that overall, it would issue a clean audit report.

Several other external audits were undertaken during 2021 as follows:

Health and Safety Risk Assessment across all services and an external audit indicating compliance with Health and Safety legislation.

Gap analysis of our compliance with The Charities Governance Code – undertaken in 2021 by external consultant, resulting in sign-off of full compliance at board meeting on September 24, 2021.

HSE Audit – in 2021 Q4 report expected early 2022.

Risk Management

The Board is responsible for ensuring COPE Galway maintains a sound system of internal controls, including risk management, an evolving process in COPE Galway. Following a review of the findings from the Internal Control Questionnaire undertaken in April 2021, it was agreed to revisit the Risk Management Policy, establish and document a Risk Appetite Statement that aligns to COPE Galway's risk register. The following table identifies COPE Galway's Top 10 Risks for 2021. To mitigate each risk, they are ranked prior to implementing potential identified controls and thereafter re-ranked. This table is constantly under review and discussed at each board meeting.

The Audit and Risk Committee considers they have delivered satisfactorily on their terms of reference during 2021. In carrying out the scope of our work, nothing of significance has come to the committee's attention.

Risk Register 2021

Item	Area/ Division	Risk Category	Risk	Ranking	
				Initial	Final
1	Health & Safety	Service delivery	Risk to health and safety of staff and clients due to inherent danger of services provided.	H	M
2	Corporate	Strategy and Planning	Risk that strategy is not delivered due to funding plan not being realised.	H	M
3	Corporate	Governance and Compliance	Risk of reputational damage due to failures in governance and compliance structures such as company law, Charity Regulator, AHBRA, GDPR, etc.	H	M
4	Corporate	Service Delivery	Risk to operations being interrupted/ reduced quality of services due to key person dependency in certain areas.	H	M
5	Corporate	Finance and Funding	Risk of fraud and error due to ineffective internal control policies and procedures.	H	M
6	Corporate	Operational and IT	Risk to efficiency and effectiveness due to inadequate & inappropriate systems to service clients and staff and to support compliance with regulations. Risk of cyber-attack/ data breach due to inadequate cybersecurity infrastructure.	H	M
7	Homeless Services	Service Delivery	Risk of inadequate provision of emergency accommodation services due to a reliance on Private Emergency Accommodation providers who operate outside of the National Quality Standards Framework for Homeless Services.	H	M
8	Corporate	Organisation and People	Risk of human resource shortages due to difficulties in accessing appropriately skilled individuals in the labour market.	M	M
9	Corporate	Organisation and People	Risk to the wellbeing of staff due to the psychologically challenging nature of our work.	M	L
10	Property	Governance, Legal and Compliance	Risk of not meeting regulatory compliance requirements due to insufficient capital reserves and sinking fund(s) for our property portfolio.	M	L

H High Level of Risk **M** Medium Level of Risk **L** Low Level of Risk

COPE Galway are committed to and are compliant with the Charities Regulators Code of Governance. During 2021, COPE Galway engaged an external expert to independently assess compliance against the Charities Regulator Governance Code. As of 2020 COPE Galway submits annual confirmation of our full compliance with the Regulator as per legislative requirements.

COPE Galway complies with the Approved Housing Bodies Regulatory Authority and submits an annual return as is required.



Board Members who Resigned in 2021

Éamon Bradshaw

Éamon Bradshaw served as Chairperson on our board for four years. Éamon comes from a financial background and his role has helped COPE Galway to stay in contact with government agencies and our local business community. Éamon remains very active in supporting COPE Galway events along with other local charities, sporting bodies and community groups. We extend our sincere thanks to Éamon for his commitment to COPE Galway.

Suzanne Moloney

Suzanne Moloney is the founder and CEO of HidraMed Solutions, set up in 2016. She brings a wealth of experience in enterprise and business development to The Board and is involved on COPE Galway's Revenue Generation Subcommittee. Prior to her current role, Suzanne owned and operated a commercial bakery in Dublin from 2012 – 2018. We would like to thank her for the time and commitment she has given to COPE Galway.

Ariana Dunne

Ariana Dunne is a life, business and confidence coach; she works in freelance sales and is a corporate consultant for various companies. She is an accomplished public speaker and lectures with the Digital Marketing Academy of Ireland, Fitzwilliam Institute, Mindstream and the Irish Ethical Celebrants Society, teaching a range of courses. Ariana is also a trained celebrant and has a monthly coaching column in Irish Country Magazine. COPE Galway would like to thank Ariana for her support throughout 2021 and wish her every success in the future.

Thank You for all you contibuted to the work of The Board.

New Board Members in 2021

Colm O'Donnellan

Colm is a senior partner at O'Donnellan & Joyce Auctioneers and is very well known and connected in Galway. Bringing many skills to the table, he has been a strong supporter of COPE Galway for many years and has taken part in several Business Sleep Out events for COPE Galway.

Ciara Greaney

Ciara Greaney is Group Director of Operations for CMS Distribution where she manages multiple supply chain, customer service, planning and forecasting teams. Her role focuses on scaling and automating operations in a diverse and growing company. Previously, Ciara was Financial Controller in Avaya with global responsibility for a \$190m portfolio of lease assets. She is a fellow with ACCA, certified as a project manager with PMI and in 2020 she completed her MBA in NUI Galway.

Colette Mangan

Colette joined the board in 2021 as Staff Representative. Colette has worked in Emergency Accommodation Services with COPE Galway for 20 years, having initially joined the organisation to work with children at risk and homeless families. Having worked in frontline homeless services, predominantly with homeless women in Osterley Lodge, Colette has developed a particular interest in trauma and mental illness as well as the psychology of addiction. Colette completed a languages degree in UCD before studying Social Care in NUI Galway, and has significant experience in staff welfare, development, and training.

COPE Galway's Board is composed of volunteers who give freely of their time and expertise to help the organisation to set out and achieve our mission. We would like to thank all members of the Board of Directors who progressed COPE Galway's interests during 2021.

COPE Galway Financial Statement

Year Ended 31 December 2021

Directors and other information.....	104
Directors' report.....	105
Directors' responsibilities statement.....	109
Independent auditor's report to the members.....	110
Statement of financial activities incorporating income and expenditure account.....	113
Balance sheet.....	114
Statement of changes in funds.....	115
Statement of cashflows.....	115
Accounting policies.....	116
Notes to the financial statements.....	119
Appendices.....	127

Directors and Other Information

Directors	<p>Mr Padraic Timon (Chair)</p> <p>Ms Aisling Heaney</p> <p>Fr Joseph Roche</p> <p>Mr Seamus Lennon</p> <p>Ms Caroline Healy</p> <p>Mr Enda McGuane</p> <p>Mr Colm Feeney</p> <p>Ms Máire Treasa Ní Dhubhghaill</p> <p>Ms Ciara Greaney (appointed 12th February 2021)</p> <p>Ms Colette Mangan (appointed 12th February 2021)</p> <p>Mr Colm O'Donnellan (appointed 12th February 2021)</p> <p>Mr Cormac Kennedy (appointed 18th February 2022)</p> <p>Mr Gerald Keys (appointed 29th April 2022)</p> <p>Dr Kieran Walsh (appointed 29th April 2022)</p> <p>Ms Ariana Dunne (appointed 23rd April 2021, resigned 25th October 2021)</p> <p>Ms Suzanne Moloney (resigned 17th July 2021)</p> <p>Mr Éamon Bradshaw (resigned 22nd November 2021)</p>
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 Street. Dublin 2
Solicitors	Purdy Solicitors, Corrib Castle, Waterside, 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

Directors' Report

The Board of Directors present their report and the audited financial statements of COPE Galway for the year ended 31 December 2021.

COPE Galway is a local Galway charity providing services and supports for people affected by homelessness, women and children experiencing domestic abuse, and nutritional and social supports for older people.

Vision

COPE Galway's vision is a community where every person is valued, cared for and supported at every stage of life.

Mission

Our mission is to make a difference by empowering people, creating change and strengthening communities.

Our Values

Our People, Respect, Hope, Community, Rights, Safety and Professionalism.

COPE Galway delivers essential social services across Galway City and County. In 2021, we have continued to deliver, responding to approximately 2,800 people across our three service areas, namely homeless services, domestic abuse services for women and children and nutritional and social supports for older people. Our commitment is to understand, respect and respond to the needs of those who struggle with the challenges of homelessness and domestic abuse and support older people towards healthy and active ageing.

181 staff were employed by COPE Galway during 2021 and 210 volunteers offered their support for over 31,000 hours across our services. We could not have delivered the range of services we do without our phenomenal staff and volunteers, the support of our funders, donors and the public was also crucial in maintaining service levels in a safe manner throughout the year.

Our challenges in operating and remaining responsive prevailed in 2021 and into 2022 as the COVID 19 pandemic continues. However, we are comfortable through continued vigilance and adherence to public health guidelines that we can operate in a safe manner.

Financial Review

The operating income for 2021 (excluding Private Emergency Accommodation Funding of €3,365,182 and Capital Assistance Scheme funding of €705,500) was €8,932,980 representing an increase of €329,382 or 4% over the prior year.

The increase in funding is largely attributable to Fundraising (€424,918), HSE (€226,948), Tusla (€290,917), Pobal (€66,683). Offset by decreases in Galway City Council income (€477,572), Grant income (€200,236) and other income (€2,276). A full breakdown of Income is available at Note 3 to the Financial Statements.

Statutory income represents 72% of total income in 2021. The following statutory bodies contributed the statutory income during 2021:

- Galway City Council 29%
- Health Service Executive 25%
- TUSLA 17%
- Galway County Council 1%

Fundraising and grant income accounted for 18% of total income, while service charges and other income accounts for 10% of total income.

The total cost of operating our services in 2021 was €7,999,153, excluding Private Emergency Costs of €3,365,182 and depreciation of €202,146, representing an increase of €649,383 or 9% over the prior year. The increase is largely attributable to an increase in salaries and wages due to increased staff numbers in 2021 and the wage subsidy scheme which COPE Galway availed of in 2020. Expenses are analysed as follows:

- Services 81%
- Administration 12%
- Fundraising and Marketing 7%

The retained surplus for the financial year amounted to €1,437,181 (2020 €1,699,508), this was transferred to reserves at year end. The net income figure is a direct result of SORP accounting.

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").

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.

	2021 (€)	2020 (€)
Capital Funding for the purchases of Rental Property	705,500	305,000
Increase / (decrease) in funds designated for a specific purpose	524,904	126,721
HSE funds for Temporary Emergency Accommodation project	344,000	-
HSE funds for Homeless Outreach projects	66,467	-
Tusla funds received for 2021 for the Domestic Abuse Service	44,000	73,013
Galway City Council income received in 2020 for 2021 expenditure on the Cold Weather Response project	(229,989)	229,989
HSE funds received for 2021 COVID 19 Self Isolation programme	(218,886)	218,886
Housing First funds received for 2021 expenditure	(30,945)	30,945
Capital Funding for Domestic Violence refuge	-	314,431
Total	1,205,051	1,298,985

A full analysis of reserves at 31 December 2021 is presented in the Statement of Changes in Funds on page 14 of the Financial Statements. At the end of the year, the company has assets of €10,260,792 (2020 €8,903,351) and liabilities of €1,177,813 (2020 €1,257,553). The net assets of the company have increased by €1,437,181.

Reserves

In common with many charities, COPE Galway has an obligation to ensure that it has sufficient funds and source of income available for the continuation of services. Directors review all income sources on an ongoing basis. In addition, the level of reserves is monitored and agreed upon annually to ensure reserves are maintained at a reasonable level in the context of planned expenditure and future commitments.

In line with the operational reserves plan an amount of €107,948, representing 10% of 2021 fundraising income, has been transferred from unrestricted reserves to designated reserves. At 31 December 2021 COPE Galway had total unrestricted reserves of €1,727,712 (2020 €1,412,123) after accounting for the transfer from unrestricted reserves.

Post Balance Sheet Events

The Board of Directors has reviewed the charity's activities and available resources in the period following the balance sheet date, in light of recent economic uncertainty and the current COVID-19 Public Health guidelines. They have considered the support being made available by the Irish Government and the resources available within the charity should it be required. In their opinion, the charity will be in a position to continue to operate through this period and has sufficient liquid reserves to absorb any losses or disruption to activities for at least 12 months from the date of signing the financial statements. The directors are therefore confident that the charity will continue and that the financial statements should be prepared on a going concern basis.

There have been no other significant events affecting the company since the year end.

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.

Principal Risks and Uncertainties

The directors of COPE Galway have ultimate responsibility for managing risk and are aware of the risks associated with the operating activities of the organisation. Directors review the risks on an ongoing basis at board meetings and are satisfied that adequate systems of governance, policies, procedures and internal controls are in place to mitigate exposure to the major risks of the organisation and that these controls provide reasonable assurance against such risks. The Board dealt with any major risk as presented during the year and recognises the need for continuously updating and strengthening processes for risk management. External risks to funding are monitored and reviewed on a regular basis.

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

- Risk to health and safety of staff and clients due to inherent danger of services provided.
- Risk that strategy is not delivered due to funding plan not being realised.
- Risk of reputational damage due to failures in governance and compliance structures.
- Risk of skills / resource shortage due to difficulty meeting pay scales and accessing skilled resources in the tight labour market.
- Risk to the wellbeing of staff due to the psychologically challenging nature of our work.
- Risk to organisational viability due to change to procurement based funding model.
- Risk of not meeting regulatory compliance requirements due to insufficient capital reserves and sinking fund(s) for our property portfolio.
- Risk of inadequate provision of emergency accommodation services due to a reliance on Private Emergency accommodation providers who operate outside of the National Quality Standards Framework for Homeless Services.

The company mitigates these risks as follows:

- Adherence to the health and safety policies and procedures, in conjunction with ongoing training and meetings to raise awareness of any issues that may arise.
- Ensuring signed Service Level Agreements with States Bodies are in place in addition to proactive engagement with such funders. Robust fundraising and earned income plan along with the expansion and diversification of income sources.
- Demonstrate best practice governance standards i.e. risk management software. The Audit and Risk Committee, External Auditor, and internal audit plan all play a key role.
- Following a competency based recruitment process, ensuring adequate support and

supervision of all staff and implementation of an employee wellbeing strategy.

- Maintaining standards and relationships and working in partnership with state funders and national representative bodies.
- Generate and maintain an adequate reserve and sinking fund for the property portfolio by conducting professional assessment of the sinking fund required and making provision for annual contributions to sinking funds.
- Clients must be approved for services by the Local Authority, key workers in place, ongoing visits made to providers premises. Constantly engaging potential new providers, provision of Cold Weather Response and complaints procedure in place.

Internal control risks are minimised by the implementation of policies and procedures for the 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. COPE Galway 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.

The Charity is governed by a constitution adopted in October 2016 in accordance with the Companies Act 2014 and does not have a share capital. 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).

COPE Galway is managed by a Board of Directors (Trustees) which comprises of 14 members. All Board members work in a voluntary capacity and do not receive any remuneration or expenses. The Board of Directors met six times during 2021 and is supported by a Sub-committee structure which deal with specific areas of the charity's activities.

The Board has delegated authority for the day to day running of the Charity to the Chief Executive Officer (CEO) supported by a Senior Management team. The CEO, along with Senior Management, is responsible for the development and implementation of strategies, efficient operation of the charity's activities and oversight of the committee structure.

Audit and Risk Subcommittee

The Audit and Risk subcommittee has been established to support the Board of Directors in assessing the effectiveness of the systems established by the senior management including reviewing the comprehensiveness and reliability of internal controls and assurances on risk management, the control environment and accuracy and completeness of the financial statements. This involves ensuring that COPE Galway has standard procedures in place which comply with various legal and governance requirements including the Charities Act, health & safety, company law, GDPR, Children First legislation, and governance relating to service level agreements of our various funders.

The Directors of COPE Galway would like to thank and acknowledge the immense efforts made by all staff and volunteers during a very challenging 2021. Without your efforts we would not be able to continue to support those in our community who need it most. The support of our funders, donors and the public was also crucial in maintaining service delivery, thank you for your ongoing support and commitment to our vision of a community where every person is valued cared for and supported at every stage of life.

This concludes the Directors report for 2021 on behalf of the board;



Mr Padraic Timon, Director



Mr Seamus Lennon, Director

Directors' Responsibilities Statement

The directors are responsible for preparing the financial statements in accordance with applicable Irish law and Generally Accepted Accounting Practice in Ireland including the accounting standards issued by the Financial Reporting Council.

Irish company law requires the director to prepare financial statements for each financial year. Under the law the director has elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council. Under company law, the director 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 charity as at the financial year end date and of the net income or expenditure of the charity 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 apply them consistently;
- observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities;
- make judgements and estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with the relevant financial reporting framework, 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 charity will continue in operation.

The directors confirm that they have complied with the above requirements in preparing the financial statements.

The directors are responsible for ensuring that the charity keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the charity, enable at any time the assets, liabilities, financial position

and net income or expenditure of the charity to be determined with reasonable accuracy, enable them to ensure that the financial statements and the Director's Annual Report comply with Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the directors are aware:

- there is no relevant audit information (information needed by the charity's auditor in connection with preparing the auditor's report) of which the charity's auditor is unaware, and
- the director has taken all the steps that they ought to have taken as director in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Approved by the Board of Directors on 27/5/22 and signed on its behalf by:



Mr Padraic Timon, Director



Mr Seamus Lennon, Director

Independent Auditors Report to the Members of COPE Galway CLG on the audit of the financial statements for the year ended 31 December 2021

Opinion

We have audited the charity financial statements of COPE Galway Company Limited by Guarantee for the financial year ended 31 December 2021 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Cash Flow Statement and the notes to the financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the charity as at 31 December 2021 and of its surplus 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 applied in accordance with the provisions of the Companies Act 2014 and having regard to the Charities SORP; and
- have been properly 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 described below in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) 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

In auditing the financial statements, we have concluded that the director's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the director with respect to going concern are described in the relevant sections of this report.

Other Information

The director is 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.

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 course of 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 report that:

- The information given in the Director's Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

In our opinion the accounting records of the charity were sufficient to permit the financial statements to be readily and properly audited and the financial statements are in agreement with the accounting records.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified any material misstatements in the Director's Annual Report. The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of director's remuneration and transactions required by sections 305 to 312 of the Act are not complied with by the company. We have nothing to report in this regard.

Respective responsibilities

Responsibilities of director for the financial statements

The director is responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as they determines 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 director is responsible for assessing the charity's ability to continue as a going concern, disclosing, if applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the charity or to cease operations, or has no realistic alternative but to do so.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Further information regarding the scope of our responsibilities as auditor

As part of an audit in accordance with ISAs (Ireland), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by director.
- Conclude on the appropriateness of the director's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's Report. However, future events

or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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

Our report is made solely to the charity'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 charity'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 any responsibility to anyone other than the charity and the charity's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Stephen Crowley FCA

For and on behalf of
DHKN LIMITED
Registered Auditors
Galway Financial Services Centre
Moneenageisha Road
Galway

Statement of Financial Activities (incorporating Income & Expenditure Account)

	Note	2021 (€) Unrestricted	2021 (€) Designated	2021 (€) Restricted	2021 (€) Total	2020 (€) Total
Income & Endowments from:						
Donations & Legacies	3	510,994	778,483	-	1,289,477	864,559
Charitable Activities	3, 3A	741,765	159,466	10,674,663	11,575,894	12,375,171
Other Trading Activities		91,444	-	-	91,444	83,144
Investments	4	-	-	-	-	-
Other		46,847	-	-	46,847	63,825
Total Income		1,391,050	937,949	10,674,663	13,003,662	13,386,699
Expenditure on						
Raising Funds	5					
Fundraising		374,888	-	-	374,888	230,785
Shop		41,920	-	-	41,920	55,138
Charitable Activities	5					
Homelessness Services		-	263,536	7,977,345	8,240,881	8,738,177
Domestic Abuse Services		-	99,704	1,569,749	1,669,453	1,516,375
Senior Support Services		-	90,684	777,547	868,231	859,165
Marketing & Communications	5	163,455	5,507	-	168,962	113,800
Other	6	77,614	6,138	118,394	202,146	173,751
Total Expenditure		657,877	465,569	10,443,035	11,566,481	11,687,191
Net income/ (expenditure)	7	733,173	472,380	231,628	1,437,181	1,699,508
Transfer between funds						
Between Unrestricted and Restricted	8	(272,112)		272,112	-	-
Between Unrestricted and Designated	8	(145,472)	145,472		-	-
Between Restricted and Designated	8		15,000	(15,000)		
Net Movements in Funds		315,589	632,852	488,740	1,437,181	1,699,508

The financial statements were approved by the Board of Directors on 27/5/22
They were signed on its behalf by:



Mr Padraic Timon, Director



Mr Seamus Lennon, Director

Date: 27/5/22

The notes on pages 119-126 form an integral part of the financial statements

Balance Sheet as at 31 December 2021

	Note	2021 (€)	2020 (€)
Fixed Assets			
Property, Plant and Equipment	12	7,404,284	6,365,719
Current Assets			
Stock		8,123	3,627
Debtors	13	339,855	303,193
Cash at Bank and in hand	14	2,508,530	2,230,812
		2,856,508	2,537,632
Creditors: amounts falling due within one year	15	(822,644)	(877,509)
Net Current Assets		2,033,864	1,660,123
Total Assets less current liabilities		9,438,148	8,025,842
Creditors: amounts falling due after more than one year	16	(355,169)	(380,044)
Net Assets		9,082,979	7,645,798
Funds of the Charity			
Unrestricted Funds			
General Funds		1,727,712	1,412,123
Designated Funds		1,977,719	1,344,867
Restricted Funds			
Capital Funds		5,377,548	4,888,808
Total Funds		9,082,979	7,645,798

The financial statements were approved by the Board of Directors on 27/5/22
They were signed on its behalf by:



Mr Padraic Timon, Director



Mr Seamus Lennon, Director

Date: 27/5/22

The notes on pages 119-126 form an integral part of the financial statements

Statement of Changes in Funds

	Unrestricted General (€)	Unrestricted Designated (€)	Restricted (€)	Total (€)
Balance 01 January 2020	905,740	1,204,585	3,835,965	5,946,290
Net income/(expenditure) 2020	506,383	140,282	1,052,843	1,699,508
Balance 31 December 2020	1,412,123	1,344,867	4,888,808	7,645,798
Balance 01 January 2021	1,412,123	1,344,867	4,888,808	7,645,798
Net income/(expenditure) 2021	315,589	632,852	488,740	1,437,181
Balance 31 December 2021	1,727,712	1,977,719	5,377,548	9,082,979

The General reserve represents the free funds of the charity which are not designated for particular purposes. This includes COPE Galway's investment of €1,594,856 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 €4,918,081
- €44,000 in relation to funds received from Tusla towards the running of Modh Eile in 2022
- €5,000 in relation to funds received from Tusla for the Solas Og programme in 2022
- €344,000 in relation to funds received from the HSE for the Temporary Emergency Accommodation project in 2022
- €66,467 in relation to funds received from the HSE in relation to Homeless Services Outreach projects in 2022

Statement of Cash Flows

	Note	2021	2020
Cashflow from Operating Activities			
Cash generated from operations	17	1,518,429	2,477,680
Cash flows from investing activities			
Purchase of tangible assets		(1,240,711)	(1,117,594)
		277,718	1,360,086
Net increase/(decrease) in cash and cash equivalents		277,718	1,360,086
Cash and cash equivalents at beginning of year		2,230,812	870,726
Cash and cash equivalents at end of year	14	2,508,530	2,230,812

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) 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.

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.

(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.

(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 €137,524.

(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.

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 assets 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.

3. INCOME

All income derives from activities in the Republic of Ireland.

Donations & Legacies 2021

Donations & Legacies income is broken down as follows:

	2021(€)	2020(€)
Fundraising Events	353,021	225,201
Donations	761,163	473,425
Corporate Funding	175,293	165,933
	1,289,477	864,559

Income for Charitable Activities 2021

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

	2021(€)	2020(€)
Health Service Executive – Homeless Funding	1,941,742	1,738,367
Health Service Executive – Older Peoples Services	264,618	241,045
Tusla – The Child & Family Agency (see appendix 1)	1,509,898	1,218,981
Galway City Council – Homeless Funding	2,654,524	3,132,096
Galway City Council – Capital Assistance Scheme Grant	705,500	619,431
Galway City Council – Private Emergency Accommodation	2,737,067	3,578,208
Galway County Council – Private Emergency Accommodation	628,115	585,463
Galway County Council – Homeless Funding	51,662	51,662
Childcare Subvention (Dept of Children and Youth Affairs)	75,695	9,012
Commission for Supporting Victims of Crime (DJELR)	10,000	6,200
Rental Income	290,467	281,267
Meal Receipts	451,297	454,409
COVID 19 Stability Grant (see appendix 2)	90,500	200,000
The Ireland Funds – Donor Advised Fund	44,783	20,000
The Community Foundation of Ireland Toy Show Grant	44,000	-
The Ireland Funds – Promising Ireland Campaign	25,000	20,000
Galway City Council Grants	19,901	8,234
The Ireland Funds – Medtronic	8,034	54,887
The Community Foundation of Ireland Begin together Grant	6,000	-
Helping Hands at Home Grant	4,500	-
Community Enhancement Grant	2,100	-
HSE Lottery Funding	2,000	5,000
Tuath Housing Grant	1,000	-
Department of Children, Equality, Disability, Integration and Youth Training Grants	847	-
Age and Opportunity Grant	700	-
Get Galway Growing Grant	600	-
The Ireland Funds – Emergency Support Grant	-	45,000
The Community Foundation for Ireland – Time to Care Grant	-	24,698
The Community Foundation for Ireland – Comic Relief	-	20,000
The Community Foundation for Ireland – Digital Grant	-	20,000
Civil Service Charities Fund	-	16,500
Tusla – FEAD Grant for Family Services	-	5,169
HSE PPE Grant	-	2,200
Galway County Council Grants	-	2,150
Safe Ireland Grant	-	2,064
Tusla – Parenting Learning Grant	-	2,000
The Ireland Funds – Christmas Fund	-	1,500
Galway Roscommon ETB	-	1,460
The Wheel – Social Enterprise Award	-	1,000
Galway City Partnership – Time to Care Grant	-	1,000
Age & Opportunity – Go for Life Grant	-	340
Other Miscellaneous	5,344	5,828
	11,575,894	12,375,171

3A. INCOME

Included in Restricted Charitable Activities income is €3,365,182 (2020 €4,163,671) 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

	2021 (€)	2020 (€)
Interest Received	-	-

5. EXPENDITURE

Expenditure on Charitable Activities 2021

	Homeless (€)	Domestic Violence (€)	Older People (€)	Total 2021 (€)	Total 2020 (€)
Direct Costs					
Staff Costs	3,164,111	1,177,141	387,597	4,728,849	4,350,893
Client Food Costs	127,394	969	142,956	271,319	290,180
Service Overheads	795,001	201,016	154,571	1,150,588	1,257,206
Client Support Services	263,536	99,704	90,684	453,924	364,457
Emergency Accommodation	3,365,182	-	-	3,365,182	4,163,671
Total Direct Costs	7,715,224	1,478,830	775,808	9,969,862	10,426,407
Support Costs	525,657	190,623	92,423	808,703	687,310
Total Expenditure	8,240,881	1,669,453	868,231	10,778,565	11,113,717

Expenditure on Raising Funds 2021

Reflects the expenditure of the fundraising department and the operation of the Charity Shop.

	Marketing (€)	Fundraising (€)	Shop (€)	Total 2021 (€)	Total 2020 (€)
Direct Costs					
Staff Costs	118,894	230,743	22,855	372,492	241,231
Event Costs	16,334	61,510	-	77,844	35,852
Service Costs	22,181	47,976	13,289	83,446	86,466
Total Direct Costs	157,409	340,229	36,144	533,782	363,549
Support Costs	11,553	34,659	5,776	51,988	36,174
Total Expenditure	168,962	374,888	41,920	585,770	399,723

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:

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 2021.

	Fundraising (€)	Homeless (€)	Domestic Violence (€)	Older People (€)	Total 2021 (€)
Support Services	51,988	525,657	190,623	92,423	860,691

6. NET INCOME IS STATED AFTER CHARGING

	Total 2021 (€)	Total 2020 (€)
Depreciation	202,146	173,751

7. NET INCOME OF €1,437,181 (2020: €1,699,508)

The net income figure of €1,437,181 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.

	Total 2021 (€)	Total 2020 (€)
Capital Funding for the purchases of Rental Property	705,500	305,000
Increase / (decrease) in funds designated for a specific purpose	524,904	126,721
HSE funds for Temporary Emergency Accommodation project	344,000	-
HSE funds for Homeless Outreach projects	66,467	-
Tusla funds received for 2021 for the Domestic Abuse Service	44,000	73,013
Galway City Council income received in 2020 for 2021 expenditure on the Cold Weather Response project	(229,989)	229,989
HSE funds received for 2021 COVID 19 Self Isolation programme	(218,886)	218,886
Housing First funds received for 2021 expenditure	(30,945)	30,945
Capital Funding for Domestic Violence refuge	-	314,431
Total	1,205,051	1,298,985

8. TRANSFER BETWEEN FUNDS

Transfer between Unrestricted and Restricted Funds €272,112. This amount represents COPE Galway's contribution to the funding of services. This is the cost incurred within the Homeless, Domestic Abuse and Older Peoples Services that were not covered by Restricted Income obtained during the year.

Transfer between Unrestricted and Designated Funds €37,524. This is a contribution from Unrestricted Funds to the Sinking Fund in 2021. The Sinking Fund total is €137,524 as at 31st December 2021.

Transfer between Unrestricted and Designated Funds €107,948. This is a contribution from Unrestricted Funds to a General Designated fund in line with COPE Galway's operational reserves plan.

Transfer between Restricted and Designated Funds €15,000. This is a contribution from Restricted funds to Designated funds for an amount that was received in 2020 for designated purposes but recorded in the accounts as Restricted Funds.

9. DIRECTORS REMUNERATION AND TRANSACTIONS

No Directors receive any remuneration for their services as directors.

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:

Key Management Compensation:

	Total 2021 (€)	Total 2020 (€)
Salaries and PRSA costs	678,181	641,924

10. STAFF NUMBERS AND COSTS

Staff numbers

	2021	2020
Homeless	91	83
Domestic Violence	33	31
Older People's Services	16	19
Fundraising	9	7
Support Services	14	12
Total	163	152

The aggregate payroll costs of these employees were as follows:

	2021 (€)	2020 (€)
Wages & Salaries	5,345,160	4,785,548
Employers PRSI Contributions	563,552	496,587
Retirement Benefits	102,606	87,094
	6,011,318	5,369,229

The number of employees whose basic salary was greater than €60,000 was 6 as follows:

	2021	2020
Salary Range:		
€60,000 - €69,999	2	4
€70,000 - €79,999	3	2
€80,000 - €89,999	1	1

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.

The basic salary paid to the CEOs for 2021 was as follows:

	2021 (€)	2020 (€)
CEO appointed May 2021	49,940	-
Ex CEO January to June 2021	40,445	77,079
	90,385	77,079

11. 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.

12. TANGIBLE FIXED ASSETS

	Land & Buildings (€)	Office Equipment (€)	Fixtures and Fittings (€)	Motor Vehicles (€)	Total (€)
Costs					
At beginning of year	6,949,557	168,075	641,864	98,548	7,858,044
Disposals in year	-	-	-	-	-
Additions in year	1,213,164	-	27,547	-	1,240,711
At end of year	8,162,721	168,075	669,411	98,548	9,098,755
Depreciation					
At beginning of year	731,138	145,158	560,242	55,787	1,492,325
Disposal in year	-	-	-	-	-
Charge for Year	163,254	4,803	23,707	10,382	202,146
At end of year	894,392	149,961	583,949	66,169	1,694,471
Net book value					
At 31 December 2020	6,218,419	22,917	81,622	42,761	6,365,719
At 31 December 2021	7,268,329	18,114	85,462	32,379	7,404,284

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

13. DEBTORS

	2021 (€)	2020 (€)
Trade Debtors	172,811	164,683
Prepayments	41,501	31,952
Value Added Tax	13,214	-
Accrued Income	55,465	15,580
Other Debtors	56,864	90,978
	339,855	303,193

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

14. 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.

Held in reserve at the 31st December 2021 is €459,467 relating to 2022 State Funded projects. There is also €722,183 held in reserve for Designated projects, along with a Capital Commitment of €55,839. The combined Creditors and Debtors balance at 31 December 2021 amounted to a liability of €837,958.

	2021 (€)	2020 (€)
Cash and Bank Balances	2,507,870	2,228,148
Client Funds Held	660	2,664
	2,508,530	2,230,812

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 (€)	2020 (€)
Trade Creditors	286,131	102,068
PAYE/PRSI	132,305	130,537
Accruals, Other Creditors	379,832	621,914
Bank Loan	24,376	22,990
	822,644	877,509

16. CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR

	2021 (€)	2020 (€)
Bank Loan:		
Due in 1 to 2 years	48,751	45,981
Due in 2 to 5 years	97,502	91,962
Due in 5+ years	208,916	242,101
	355,169	380,044

The Loan with Bank of Ireland is secured through a Fixed & Floating Debenture incorporating a specific charge over the property at 5 Courthouse Square, Galway and a floating Charge over the assets (excluding Unit 2, Lismoyle House, Augustine Street, Galway) and undertakings in the name of COPE Galway Company Limited by Guarantee.

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

	2021 (€)	2020 (€)
Net Incoming Resources	1,437,181	1,699,508
Adjustments for		
Depreciation	202,146	173,751
Changes in Working Capital		
Movement in Stock	(4,496)	7,352
Movement in Debtors	(36,662)	58,339
Movement in Creditors	(79,740)	538,730
Net Cash Generated from Operating Activities	1,518,429	2,477,680

18. 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).

19. CAPITAL COMMITMENTS

Details of capital commitments at the balance sheet date are as set out below

	2021 (€)	2020 (€)
Contracted but not provided for in the financial statements	55,839	243,617
Not contracted and not provided for in the financial statements	-	705,500

20. RETIREMENT BENEFITS INFORMATION

Contributions outstanding at year-end amounted to €21,116 (2020: €20,309). The charity operates PRSA scheme that is open to substantially all the employees of the charity.

	2021 (€)	2020 (€)
Contracted but not provided for in the financial statements	102,606	87,094

21. POST BALANCE SHEET EVENTS

There have been no significant events impacting on the Financial Statements of the Charity since the balance sheet date.

22. APPROVAL OF THE FINANCIAL STATEMENTS

The Directors approved the financial statements on the 27 May 2022

Appendix 1

Tusla Funding and Expenditure Statement

Grant funding in the amount of €1,533,911 (€1,460,898 received in 2021 and €73,013 received in 2020) was spent solely for the purposes of the Tusla funded services areas as outlined below.

Income	2021 (€)	2020 (€)
Tusla Funding	1,533,911	1,239,461
Administration Expenses		
Salaries & Pension	1,135,293	1,004,639
Travel, Subsistence & Expenses	12,433	7,517
Insurance	14,792	11,161
Light & Heat	26,228	19,219
Maintenance	31,761	17,687
Communications	7,854	7,603
Office Supplies	8,027	8,737
Staff Training	7,686	8,298
Auditor fees	2,970	2,261
Professional & Contract Services	3,163	15,297
Housekeeping	14,810	15,327
IT Costs	18,753	7,601
Support Costs	190,623	160,200
Health & Safety	15,343	6,615
Food Costs	969	3,326
Programme Costs	10,500	11,500
Miscellaneous	37,183	11,857
Bank Interest and Charges	13	20
Net Surplus/(Deficit)	(4,490)	(79,404)

An additional €44,000 was received from Tusla in 2021 towards the running of the Domestic Abuse Service in 2022.

In addition to the above €5,000 received from Tusla towards a FEAD programme for Senior Support Service.

Total funding received from Tusla in 2021 was €1,509,898.

Appendix 2

COVID 19 Stability Scheme for Community & Voluntary Organisations, Charities and Social Enterprises Funding and Expenditure Statement

Income	2021 (€)	2020 (€)
Stability Grant	90,500	200,000
Administration Expenses		
Rent and Rates	54,506	51,103
Office Supplies	11,080	14,900
General Expenses	8,147	23,890
Communications	7,971	7,038
Light & Heat	6,533	6,278
Professional & Contract Services	2,263	13,284
Pension Costs	-	25,097
Insurance	-	10,152
Subscriptions	-	10,255
Recruitment Expenses	-	8,301
IT Costs	-	16,525
Health & Safety	-	6,386
Bank Interest and Charges	-	6,791
Net Surplus/(Deficit)	-	-

Remembering and celebrating our dear colleagues and clients who passed away in 2021

**"Every life that ever forms
or ever comes to be,
touches the world
in some small way,
for all eternity."**

Excerpt from 'Little Snowdrop' by Peter Newell

We would like to take this opportunity to remember clients, employees, volunteers and all connected to the COPE Galway community who sadly passed away during 2021. In remembering our loved ones, and celebrating their lives, we acknowledge their unique gifts and the great sorrow felt by those of us they leave behind. We pay our respects to those who lost their lives and our condolences to anyone affected by grief this past year.

Photo courtesy of Chaosheng Zhang



COPE Galway Services

1 Head Office
 Calbro House, Tuam Road, H91 XR97
 091 77 87 50
 info@copegalway.ie

2 COPE Galway Charity Shop
 Saint Augustine Street, H91 FP4F
 091 56 97 15
 shop@copegalway.ie

3 Modh Eile House
 Office: 091 39 48 80
 24/7 Helpline: 091 56 59 85
 modheile@copegalway.ie

Domestic Abuse Service

4 Community Support Services
 Unit 5 Ballybane Industrial Estate, H91 Y7R9
 086 021 1110
 seniorsupport@copegalway.ie

4 Community Catering
 Unit 5 Ballybane Industrial Estate, H91 Y7R9
 091 70 08 00
 communitycatering@copegalway.ie

4 Meals4Health Social Enterprise
 Unit 5 Ballybane Industrial Estate, H91 Y7R9
 091 35 40 00
 info@meals4health.ie
 www.meals4health.ie

5 Sonas Day Centre
 1-3 Walter Macken Flats, Mervue, H91 X5P6
 091 75 34 02
 sonas@copegalway.ie

6 Mervue Community Bungalow
 Suaimhneas, Walter Macken Road, Mervue, Galway H91 D25W
 091 75 34 02
 sonas@copegalway.ie

7 Teach Corrib Day Centre
 Seamus Quirke Road, Newcastle, H91 W243
 091 52 52 59
 daycentre@copegalway.ie

1 Family Support Service
 Lower Ground Floor, Calbro House, Tuam Road, H91 XR97
 091 52 75 71
 familiessupport@copegalway.ie

8 Fairgreen Hostel
 COPE Galway Fairgreen Hostel, Fairgreen Road, Galway, H91 D6F2
 091 56 88 18
 fairgreen@copegalway.ie

9 Osterley Lodge
 142 Lower Salthill Road, Galway, H91 DR44
 091 52 13 01
 osterley@copegalway.ie

10 Family Hub
 Corrib Haven, 107 Upper Newcastle, H91 HX51
 091 35 35 00
 familyhub@copegalway.ie

11 Resettlement, Tenancy Support and Community Housing
 12A Ruxton Court, Dominick Street Lower, H91 C662
 091 53 39 59
 tenancysupport@copegalway.ie

Homeless Service



Calbro House, Tuam Road, Galway H91 XR97
☎ 091 778 750 | ✉ info@copegalway.ie | www.copegalway.ie
Company No. 248134 | CHY 6339 | RCN 20011314

