



COPE Galway

Annual Report 2022



MAKING A DIFFERENCE

Empowering
People

Creating
Change

Strengthening
Communities



Homeless Service | Domestic Abuse Service | Senior Support Service

COPE Galway delivers essential social services across Galway city and county. 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.

Our Impact

In **2022**, across our services, COPE Galway made a difference for:

2,961
people

in our community



HOMELESS SERVICE

Supports people in Galway who are homeless or at risk of becoming homeless.

1,217 people



914

Adults



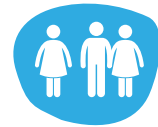
303

Children



136

Families



699

Singles & Couples

DOMESTIC ABUSE SERVICE

Supports and empowers women, children and young people who are impacted by domestic abuse.

843 women & children

including
226
children



130

Admissions to refuge
for women with **169**
child admissions*



1,312

Outreach
appointments
(**257** outreach clients)



260

Court
appointments
for **244** women



3,874

Crisis support
calls

*Refuge admissions for 116 individual women and 157 individual children.

A further 69 children attended Solas Óg Children and Young People's Service outside of refuge.

SENIOR SUPPORT SERVICE

Supports older people towards healthy, independent ageing at home.

901 older people



71,006

Meals produced and
delivered to **629**
individuals



419

Volunteer
befriending visits
to **14** individuals



258

Individuals availed
of our community
activities and
supports



2,544

Individuals supported
via FEAD Programme

**Our
People**

373
People



180 Staff



181 Volunteers



12 Community Employment Participants



COPE Galway

Fáilte chuig ár
dTuarascáil Bhliantúil
2022

Welcome to our 2022 Annual Report

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A Message to our Community

Our 2022 Annual Report revolves around our responsiveness to some of the most pressing issues faced by so many in our community. In a year that marks our first full year as CEO and Chairperson, 2022 witnessed a deepening sense of hopelessness for families and individuals impacted by the chronic shortage of available housing and emergency accommodations. With growing economic worries and a sense of isolation, the people we work with across our Homeless, Domestic Abuse and Senior Support Services severely felt the aggravating impacts of the housing and cost of living crises.

Demand for our services stretched our resources to their maximum during the year, yet the responsiveness and commitment of Our People – our staff and volunteers – and the resilience of our clients never faded. Our responsive approach is only possible thanks to the determination and innovation of Our People, always putting the client at the centre of everything we do.

Our team of over 180 staff demonstrated unwavering professionalism and dedication, providing person-centred, trauma-informed and demand-led services, even in emergency and crisis situations. We take this opportunity to extend our deepest gratitude to these highly skilled professionals, whose tireless efforts meet the immediate and long-term needs of the individuals we serve.

Reading these pages, we hope you will be inspired by the stories and accounts of just some of the remarkable work accomplished by our staff and the stories of endurance and hope from the people we assist, despite the trying circumstances they faced.

This report highlights the impact of some of the work we do within our community. Our aim is always to respond effectively to each person we work with while ensuring our approach is trauma-informed and our focus is on prevention and early engagement to avoid the potential of trauma before it occurs.

Our beloved Galway community has shown a remarkable eagerness to support one another, especially those amongst us who face a vulnerable juncture on their life's journey. Thanks to the generosity of individuals, businesses, funders and the local agencies with whom we collaborate, COPE Galway has been able to provide services and develop innovative initiatives that directly benefit the people we serve.

To the over 180 community and corporate volunteers, whose impactful work is featured in this report, we owe an immense debt of gratitude. Your invaluable contributions make our achievements possible.

Our volunteer Board of Directors keeps the values that drive our organisation alive. Thanks to their hard work, expertise and commitment, COPE Galway remains dedicated to having a positive impact on the lives of some of our most vulnerable citizens. Working together, our vision persists – for a community where every person is valued, cared for, and supported at every stage of life.

At COPE Galway, we firmly believe that profound systemic changes are essential to fostering a flourishing civil society. Realising lasting change and advancing social justice for all, however, necessitates sustainable government funding and the recognition that this sector serves the most vulnerable in our communities on their behalf. The very foundation of these changes lies in securing fundamental human rights for the people we serve – the right to a home, protection from violence and the right to equity in realising one's potential and to participating in all aspects of life. Recognising the vital role this sector plays in Ireland's hybrid healthcare system is the only way to achieve this goal.

Finally, to you, our steadfast supporters, we extend our sincerest gratitude. We hope this account of our work over the past year inspires you, as it has inspired us, to continue striving for a brighter and more compassionate future for all.

Le gach dea mhéin,



PADRAIC TIMON
Chairperson



MICHAEL SMYTH
Chief Executive Officer

Strategy 2020 – 2025





Homeless Service | Domestic Abuse Service | Senior Support Service

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

Strategy 2020-2025

Our Strategic Plan for 2020-2025 focuses on six key priorities (outlined below). A Strategic Implementation Framework acts as our roadmap to achieving these priorities and to furthering our vision and mission.

It outlines specific short, medium and long-term objectives over the term of the Strategy, with key performance indicators and key milestones by which to measure success. These 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 an ongoing basis. Key milestones for 2022 are outlined on pages 10-11.



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 standard 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 Update for 2022

In December 2022, we reached the halfway point in our 5-year strategic timeline. At this mid-point, we pause to reflect on how we contribute to the kind of community and society we want to be a part of and in which we want to participate. Challenges of the previous two years remained for the most part throughout 2022, from dealing with the effects of the pandemic and spiralling costs of living, to a national homelessness epidemic; high levels of domestic abuse and an unhelpful national narrative depicting our older people as frail and 'at risk'.

The global recruitment and retention crisis represented our single most significant challenge of 2022. Navigating it while safely continuing to deliver effective person-centred, demand-led services in emergency and crisis situations has presented us with enormous difficulties. While this affected some of our strategic timelines

and implementation milestones, we had many successes in 2022 and the organisation progressed and achieved most of our objectives, thanks to the dedication of Our People throughout the year.

Our teams remain focused on providing person-centred, demand-led services in emergency and crisis situations over the lifetime of this strategy. Our People continue to work towards increasing our capacity to develop and deliver effective approaches and programmes that empower people. We make decisions and choices that reduce risk and create positive, new opportunities and prospects. We demonstrate the impact of this work while we advocate at local, regional and national level for systemic change. In serving our community, we continue to hold firm our vision for a community where every person is valued, cared for and supported at every stage of life.

Framework of Achievement 2022

Our progress on key strategic objectives and against key performance indicators (KPIs) as we reach halfway through our five-year strategy.



Responsiveness

In 2022, we moved into phase two of our three-year training plan to roll out Trauma-Informed Practice across the entire organisation and to use this model in our work going forward. (See *Spotlight* at end of this section.)

Funding was approved to provide more community based mental health services and to improve access to key supports and services.

We built a bespoke Client Relationship Management System and rolled it out in our Domestic Abuse Service with plans to expand it to our Senior Support Service in 2023.



Our People

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

We set out and delivered wellbeing initiatives to support our teams to work more effectively and to increase their access to health and wellness supports while working in environments of significant trauma.

We increased internal communications resources to support a sense of 'one team' across all services and sites – this included the appointment of an internal communications executive, introduction of Town Hall meetings and the use of technology to facilitate better communications across COPE Galway.

Key Strategic Milestones

Looking Forward

In the next phase of our strategy, January 2022 to December 2023, while our strategic focus is clear, we anticipate managing significant changes in how we provide our services arising from the:



Recruitment and retention crisis



Rising cost of operations and living



War in Ukraine



Impacts of the Covid-19 pandemic



Implication of the State's approach to the competitive commissioning of social, human and community services



Potential economic recession and related pressures on resources

Impact

Prevention and Early Engagement

We increased and tracked resources and activities focused on prevention and early engagement.

Our internal group facilitation team expedited training and development workshops, designed to build capacity in prevention and early intervention activities.

We developed and delivered schools modules to engage the community in our areas of work from an earlier age.

We built a bespoke Client Relationship Management System and rolled it out in our Domestic Abuse Service. 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.

We are renewing our Investing in Volunteers accreditation standard, beginning the assessment journey in late 2022.

Sustainable Funding Model

Advocacy

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 levels through strategic communications.

We have developed and funded our staff's ability to engage in third level research regarding their area of interest in COPE Galway.

We have been active members in the Health Dialogue Forum, working in Partnership with the HSE to establish the industry's new 'Partnership Principals'.

Through focusing on accessing grant aid, we have significantly increased grant funding.

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

We have consistently and strategically lobbied state funders to fund current service delivery funding deficits, with some small successes emerging in 2022.

The importance of having dynamic, supported and resilient teams of employees and volunteers is more apparent now than ever before. Our People have ensured our clients remain at the centre of everything we do.

COPE Galway will now need to plan for a changing social and economic landscape over the next five to ten years. Our implementation plan for the remainder of this strategy has been adapted to reflect the reality and practicalities of these circumstances.

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.



A Trauma Informed Organisation

As COPE Galway moved into a phase of adapting to living with Covid-19 in late 2021, we began to refocus on work commenced prior to the pandemic on enhancing our service delivery and improving client and staff experiences.

By year-end, the organisation had committed to embracing Trauma Informed Practice (TIP) through an ambitious and innovative three-year plan to become a Trauma Informed Organisation.

What is Trauma Informed Practice?

TIP is 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. TIP is underpinned by research and evidence from the fields of psychology, neuroscience, implementation science and research methodologies. Research highlights far-reaching outcomes in all areas of service delivery and in organisational culture, including:

- Decreased incidents
- Reduced stress for staff
- Improved access to services
- Improved outcomes for those who access services

Strategic Implementation

For COPE Galway, the successful implementation of TIP will achieve outcomes in five of our six key strategic priorities: Responsiveness; Impact, Prevention and Early Engagement; Our People and Advocacy.

In 2022, COPE Galway successfully completed Stage 1 of our TIP implementation plan (illustrated on page 13):

This involved refreshing the training of our internal trainer and offering workshops to COPE Galway's staff across all roles, areas and departments. By year-end, every single staff member had been offered TIP training and 120 team members had completed the following three modules:



Feedback

Our People's feedback on the training was exceptionally positive. From a sample of 18 team members, all said they would recommend the training to a colleague in a similar role and each reported that they would be more confident in implementing trauma informed practices with people who use our services.

"The trainer's interaction with us was excellent, she gave good real-life examples of how TIP can be implemented and there was enough time given to us for group exercises so that we could learn from each other."



"I was delighted with the training and feel everyone should be trauma informed. This course should be taught in secondary schools as it provides valuable tools for life."

Our People's experience of TIP Training from externally collated feedback.

Cultural Shift

TIP recognises that, as human beings, we all experience trauma in our lives. The people who access our services will likely have experienced this at higher levels than the general population.

Our People strive to provide the best possible services to those who need us most. Through awareness raising of the impact that trauma has on the brain and how this relates to people's behaviours and reactions, TIP aims to support us to recognise trauma and to react and respond to it in ways that minimise triggering and retraumatising people.

TIP also encourages us to focus on our organisational culture and how we each interact with one another to create psychologically safe environments for clients, volunteers and staff. It encourages staff to reflect on their own triggers and responses and considers personal and organisational responses to staff wellbeing to ensure our people are supported to deliver the best services they possibly can to those who need them most.

TIP is a cultural shift that we are excited and proud to be rolling out and that we feel will achieve lasting positive change across COPE Galway.

interesting
enriching
enlightening
rewarding
exciting
intuitive
interactive
insightful
enjoyable
practical
exhilarating
informative
hopeful
intense
thought-provoking
beneficial
reflective
impactful
reaffirming
useful
educational

Trauma Informed Practice – Next Steps

In 2023 we will focus on continuing our TIP journey by:





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

Our Services

Fairgreen Hostel,
Short Term
Accommodation
for Men

Families Service

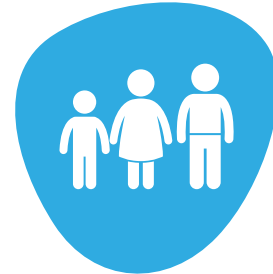
Cold Weather
Response

Osterley Lodge,
Short Term
Accommodation
for Women

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

Corrib Haven
Family Hub

Resettlement,
Tenancy Support
and Community
Based Housing



In 2022
COPE Galway supported:

1,217*

People

914 Adults



303 Children



136 Families



699 Singles & Couples

HOUSEHOLDS



*total number represents unique clients

Homeless Service

Supports people in Galway who are homeless
or at risk of becoming homeless.



Fairgreen Hostel, 2022. The mural was painted by local artist, Tracey Moca, supported by First Fortnight, a charity that challenges mental health prejudice through the arts.

Tracey worked closely with residents and staff, who chose this option from her selection.

Speaking about the project, Tracey said: "This mural was painted with support from the amazing staff and residents at COPE Galway's Fairgreen Hostel and the First Fortnight Festival, a charity that challenges mental health prejudice through the arts. The theme of the festival was 'open', to challenge the stigma of conversations around mental health and related issues. As an artist living in Galway, it was fantastic to work with a great group of people, thank you!"



Eileen's first contact with COPE Galway was in 2019. She became homeless while in an abusive relationship and experiencing drug dependence. At that time, she also felt isolated and ostracised by her family. She became a resident of Osterley Lodge, COPE Galway's Supported Temporary Accommodation (STA) facility for women experiencing homelessness.

COPE Galway's Community Based Housing Plus Service (CBH+) commenced in November 2022. The aim of this service was, using shared scatter site houses in Galway City, to accommodate single person households living in STA hostels. The service provided people with an alternative to hostels, fostering independence and a chance to reintegrate into the community. Osterley Lodge, where Eileen resided, was one of the participating services. Eileen was offered a space in a Community Based House with three other women, which she was delighted to accept.

Each person availing of COPE Galway's Homeless Service is assigned a keyworker to work with them one-to-one to identify goals and together formulate a care and support plan. Relationships are at the heart of this work and the one that Eileen built with her keyworker, Paula Nolan, was hugely positive.

"I have great chats with Paula. She just listens. Paula makes me feel like I can do things and I'm not stuck doubting myself. She boosts me up. That confidence boost has made me get up and do things to make my life better."

Eileen currently works at a technology manufacturing company, which she says is going well.

She is due to meet with a life coach soon which will be a new experience for her. Paula set up these sessions after she asked Eileen what she'd like to do with her life, and Eileen voiced a desire to help people and maybe work with children. "I've always felt that, but I've just never done anything about it. I've just been stuck in a rut – but not anymore."

Safety is especially important for women in our services, given their experiences of trauma. In a recent survey, women in COPE Galway services reported high feelings of safety in their accommodation.

"It feels better having my own space. It's a safe base."

Eileen's partner, who is currently in a UK prison, has repeatedly made attempts to get back in contact with her, something she has not engaged with. Eileen is now in a space where she feels she can open up to some members of her family, which is hugely positive for her. Still, she feels she benefits from a neutral ear and values the support of Paula and the confidence she instils. "She really wants to see me doing well."

Paula has also recommended the support of COPE Galway's specialised Domestic Abuse Service to Eileen, which is open to her if at any time she feels it would be of help.

Eileen is currently engaged in an Opioid Substitution Treatment programme for drug addiction. She said that there was a point when she was on the verge of death, but that drugs are no longer a focus in her life.

"Now I keep myself around positive people and stay away from that scene. It's a constant battle but I'm doing well so far. I just want to make my family proud and make a better life for myself".

Eileen is hopeful she'll be able to start saving money and move into her own place through Housing Assistance Payments, ideally closer to her sister whom she describes as the "best person in her life".

"There's a lot more positive in my life now," she says, "I see a better future now. I see there is a better life out there."



Homeless Service Overview

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



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.

Responding to Challenges Together in 2022

Cold Weather Response (CWR) is a low threshold, short-term winter-time response targeted at people who rough sleep in Galway. Every year, COPE Galway provides this response in partnership with the lead local authority Galway City Council (GCC) and the HSE. It has the primary aim of reducing the risks of harm associated with rough sleeping in cold weather, including risk of death due to hypothermia. The overall objectives are to:

- 1 Minimise the risk of harm to people without shelter, particularly those who are rough sleeping, due to the cold and inclement weather conditions over the winter period
- 2 Work with people in identifying and progressing routes out of rough sleeping and homelessness
- 3 Act as a referral point to accommodation, housing, health and recovery services.

COPE Galway’s CWR at the Glen Oaks Hotel came to an end in April 2022. This facility had accommodated 39 men and women during the harsh weather months. Prior to this, it had operated to accommodate people experiencing homelessness during the emergency period of the Covid-19 pandemic. Assertive work took place to find positive move-on solutions for Glen Oaks clients including moves to Community Based Housing, Housing First properties and allocations. For those who still required emergency services, moves to Osterley Lodge, Fairgreen Hostel and Private Emergency Accommodation were supported.

In Summer 2022, Galway City Council and COPE Galway actively sought premises in Galway City for the operation of a CWR for Winter 22/23. Unfortunately, despite best efforts, no suitable premises could be identified. This led to huge concerns amongst staff for the safety and wellbeing of people who were rough sleeping in the city and fears for what the winter would bring during a worsening national homelessness crisis.

Responsiveness

To address the challenge posed by the lack of an available building for CWR and to ensure service to vulnerable rough sleepers during the high-risk winter months, COPE Galway adopted a fresh approach. This involved four COPE Galway Homeless Services working closely with one another to together provide the best service possible in exceptionally difficult circumstances:

Community Based Housing Plus (CBH+) was a new service set up to support 20 clients with low to medium support needs in scatter site houses provided by GCC and COPE Galway. The service drew on the experience and expertise of COPE Galway's existing Community Based Housing service operated by the Resettlement Team, adapting and extending their model of care to enable people to make swifter moves back into the community than would usually be possible.

Osterley Lodge and Fairgreen Hostel worked with clients with low to medium support needs to support and encourage their engagement with the CBH+ team and their moves to Community Based Housing. This released 14 beds at Fairgreen Hostel and Osterley Lodge, which were earmarked and allocated on a night-by-night basis to people who would otherwise be rough sleeping. Both services continued to simultaneously operate usual Supported Temporary Accommodation (STA) services, though at a reduced capacity, to facilitate CWR. Osterley Lodge and Fairgreen Hostel extended their services as much as they possibly could during CWR. One example of this is that whenever an STA client had a planned absence, e.g., a hospital admission, an additional CWR bed would be allocated. Both services operated to full capacity and beyond during CWR.

COPE Galway's Day Centre service worked each day with newly homeless people presenting for the first time to services, with existing CWR clients, and with others rough sleeping in Galway. During the day, it was the only place of shelter and support for many. Street Outreach also operated from this site. The Day Centre strongly advocated for and with clients and worked proactively with Galway City and County Councils and other COPE Galway services to identify CWR clients.

Celebrating 20 years at Osterley Lodge in 2022 - Paula Nolan, Project Worker CBH+, Elaine Power, Osterley Lodge Manager, Lisa Silke, Homeless Service, Quality and Best Practice Manager. All three began working in Osterley Lodge when it was set up in 2002

Prevention and Early Engagement

The CBH+ initiative provided 20 clients with a chance to reintegrate into the community and fostered independence in six shared houses in the community. Five of these houses were provided by Galway City Council for the project and the sixth house by COPE Galway.

A team of staff was put in place to support the operation of the CBH+ initiative. In recognition that a proportion of those accommodated had higher support needs than those who ordinarily move to a shared community accommodation setting, they used a more intensive in-reach support approach. Support was provided across several areas including independent living skills, placement sustainment, countering isolation, mental and physical health, addiction, budgeting, household upkeep, shopping and meal preparation, conflict resolution, education, work, self-care and safety.

Staff visited each client approximately five-to-six times a week. The team provided support seven days a week, including evenings. The model used involved gradually reducing these visits over the course of a two-to-three-month period, supporting the clients to settle and stabilise in their accommodation and reducing the need for such intensive support. Ultimately, the service will merge with COPE Galway's Resettlement team, who will continue to provide support on an ongoing basis as needed.

The CBH+ model provided an opportunity for a radical departure from traditional staircase models of service provision. The housing need was prioritised, and support needs were addressed while in a home in the community as opposed to being addressed as a prerequisite to housing. This approach is a preventative one, avoiding rough sleeping and reducing stays in emergency accommodation. Instead, it provides a sustainable solution to the person's homelessness.



Impact

Alongside our colleagues across the organisation, Homeless Service staff were trained in Trauma Informed Practice (see Spotlight in Strategy Section). Homeless Service staff had already commenced this journey and many were inherently trauma informed in their approach. This training further built their skills, solidified a model and ensured consistency across services.

Staff across all services worked hard to build feelings of safety and of community and reported excellent client engagement across all CWR sites. Staff were flexible in their approach – rule minimisation was key. The trauma informed environment, co-created by clients and staff, helped to increase client comfort and feelings of safety and contributed to a reduction in incident levels within the residential environments.

The CWR was very much viewed as a partnership piece and external relationships were key to its success. Clients and staff found local authorities and colleagues in other agencies to be engaged and responsive throughout this time.

Cold Weather Response Feedback

Clients reported feelings of safety, hopefulness and community throughout CWR and an overwhelmingly positive experience of staff approach.

"It's really great support for people getting back on their feet and it gives people hope again."

"I was made feel welcome and safe."

Clients described staff as:

"nice and friendly"

"brilliant - really conscious of people's circumstances and feelings"

"very supportive and non-judgmental"

Community Based Housing Plus Feedback

CBH+ staff described a continuity of care and a rebalancing of staff-client power dynamics.

"Following the client journey from Supported Temporary Accommodation to CBH+ was a privilege". (Focus group team member)

Client feedback was overwhelmingly positive. Keyworking support was seen as hugely beneficial:

"My keyworker is always there when I need help and I feel supported."

"Vastly improved day-to-day peace and tranquillity".

"The house is so homely and quiet and I can cook for myself. I have my independence"

Multiple Service Feedback

Some clients had experiences of multiple services over the course of the winter period. A client who moved over winter from Cold Weather Response to Supported Temporary Accommodation to Community Based Housing Plus spoke of their experience:

"We would be lost without this service. The Cold Weather Response, time in Osterley and move on to the houses was very positive for me."

Our People

COPE Galway would not have been in a position to extend and develop our services were it not for Our People. To provide people at risk of rough sleeping with the best service possible, we needed a strong and capable Cold Weather Response team. This, we had across all our sites. Our teams were dedicated to continuing to run a strong and robust client-centred service. Existing team members established our CBH+ service and new team members were welcomed on board into their hostel roles. However, winter was not without its challenges. One of these was maintaining responsive services whilst facing staff shortages and difficulties recruiting in the social care sector.

During severe weather periods, the heightened risk to people rough sleeping necessitated the operation of an additional service at Westside Community Centre. As the opening of this service directly related to weather conditions and warnings, its set-up would need to occur at short notice. This was of huge concern given the staffing crisis. However, the wider COPE Galway community rose to this challenge.

The first Severe Weather Response of the period occurred in December. Homeless Service staff from across all centres stepped forward to work night shifts at Westside. The Day Centre's service was greatly extended to ensure that clients had 24/7 access to shelter. Outreaches increased to ensure that contact was made with people who were rough sleeping.

Staff from COPE Galway's Head Office, Senior Support Service and Domestic Abuse Service rowed in alongside their Homeless Services colleagues on outreaches, setting up and staffing the Westside Centre nightly and dismantling it each morning (the centre remained available for other activities during the day and was only available to COPE Galway at night) and extending the hours of the Day Centre. Meals4Health provided the Severe Weather Response with food and COPE Galway's Charity Shop assisted clients with warm clothing.

This cross-organisational work meant that COPE Galway was able to provide up to 30 additional people per night with shelter and safety and a hot meal during the severe weather period.



Advocacy

COPE Galway's 2022 midsummer census recorded 217 children in Homeless Services, a 24% increase on the previous year's figure. This is hugely concerning, given that the vast majority of these are placed with their families in Private Emergency Accommodation, predominantly bed and breakfast accommodation. These facilities are not designed for family living. Parents and staff have reported concerns for the children's health and wellbeing, including developmental delays. Another very real concern is the risk of intergenerational homelessness and of childhood homelessness becoming cyclical in adulthood – of childhood poverty and the absence of home never fully resolving for the young person.

To commit to providing the best outcomes possible for children and young people into the future, COPE Galway is a member of the Irish Coalition to End Youth Homelessness, an advocacy group working to ensure the national Youth Homelessness Strategy is fully implemented.

A new three-year strategy, published in November, aims to work towards ending homelessness for young people aged 18-24. The strategy recognises the important role agencies like COPE Galway can have in preventing and responding to youth homelessness and particularly emphasises the importance of interagency initiatives.



We are committed to actively engaging in the work of the Coalition to ensure that this critical issue remains on the Government's agenda.

We look forward to working together with statutory and voluntary agencies and, most importantly, with children and families themselves to support the best possible outcome for children experiencing homelessness and at risk of homelessness in Galway.



Youth Homelessness Strategy 2023 – 2025



Main Actions

- ☒ Specific actions to help six youth groups particularly at risk of becoming homeless
- ☒ Homelessness prevention programmes
- ☒ Specific assessments for those in emergency accommodation - to identify supports required
- ☒ Additional dedicated emergency accommodation with inclusive ethos
- ☒ Pilot model of housing-led intervention: Supported Housing for Youth



Focus

To help 18-24 year olds who are homeless or at risk of becoming homeless



Aims

- Prevent young people from entering homelessness
- Improve experiences of young people accessing emergency accommodation
- Assist young people as they leave homelessness

For more information visit www.gov.ie



Riadas na hÉireann
Government of Ireland

Meet Amy

"I joined the COPE Galway Homeless Service team in February 2021 and was initially assigned to the Family Hub. That summer, I transferred to the Family Support team where I am currently Acting Team Leader. We support families who are homeless and who are at risk of becoming homeless. Our service facilitates placements for families with private emergency accommodation providers and assists them to identify routes out of homelessness."



When I first joined this team, it became clear to me that each family's story is unique and that being homeless was only one part of a much larger picture in people's lives.

I felt this was important to be aware of, as people experiencing homelessness often become stereotyped and viewed negatively within society. As someone working directly with people availing of our homeless services, you learn the complex factors involved for a family or an individual who reaches the point of having to declare themselves as homeless and the impact this has on them.

For this reason, our team focuses on empowering those we are working with by giving them the tools, knowledge, and resources they need to take control of their lives and make positive changes. This could mean providing education and training, offering advocacy and support, or simply listening and offering guidance. We acknowledge the difficulties families are facing to secure long-term accommodation or housing, especially in the current climate, and continue to work together to create opportunities for change.

Six months or less is the recommended timeframe for emergency accommodation stays, by which time a solution to a family's homelessness should be identified. However, we find ourselves working with families for longer periods of time than this due to the extent of the housing crisis, the cost-of-living crisis and other systemic and societal factors which have brought new challenges to our service.

We have seen many issues arise, including an increase in parents reporting mental health challenges for themselves and their children; shortages in available and suitable emergency accommodation; waiting lists for families to enter emergency accommodation; a loss of hope and motivation and feelings of 'stuckness' in homeless services. We have also seen increased tensions among residents within the accommodations due to the length of time spent living in communal settings designed for short term stays.

Even though our clients experience exceptional difficulties and as a service we are faced with many challenges, we have many positive interactions in our day-to-day work. The team works extremely hard on building positive relationships with the families and we are fortunate that families trust us and engage positively, working in partnership with us.

Small examples of our positive interventions range from a family receiving a FEAD* parcel, to assisting a family with completing housing-related forms, listening to concerns or having a conversation about their life. As well as this we also have the prospect of sharing in our families' progress, such as their being accepted for a grant scheme; returning to education or work; securing long-term private housing or receiving a social housing allocation and moving on from services, ending their homelessness.

We find the positive wherever we can and always look to encourage the families to do the same, while understanding that at times this can be an almost insurmountable challenge for people without homes.

I have a great sense of pride in our work at the Families Service. I have had the opportunity to work with so many different people and have learned so much about myself and others. While I am sure there will be more ups and downs to come, we will face this together and continue to provide a service where all those availing of it feel safe, valued and supported."

*FEAD is the Fund for European Aid to the Most Deprived programme. Volunteers at COPE Galway pack and distribute food and stationery kits to families and individuals across Galway city and county. 2,544 people availed of the FEAD programme via COPE Galway in 2022.

Our Services

Modh Eile House

Information,
Guidance and
Support

Solas Óg Children
and Young People's
Service

Court
Accompaniment

Policy & Awareness

Safe Refuge
Accommodation

24h Support Line
(091 56 59 85)

Outreach Support
(Galway City and
County)

Training and
Research



In 2022
COPE Galway supported:

843

Women and
their children

226

children

130

Admissions to refuge for women with 169 child admissions*



1,312

Outreach appointments for 257 outreach clients



260

Court appointments for 244 women



3,874

Crisis and support calls

* Refuge admissions for 116 individual women and 157 individual children. A further 69 children attended Solas Óg Children and Young People's Service outside of refuge.

Domestic Abuse Service

Supports and empowers women,
children and young people who are
impacted by domestic abuse.





Rae's marriage was underpinned by deceit, emotional abuse and coercive control. She explains how COPE Galway's Domestic Abuse Outreach Support Service and her time in the refuge at Modh Eile House gave her the clarity and strength to free herself from a ten-year abusive relationship. She now feels in control of her life and excited for what the future holds.

Rae is 31 years old. She has been in Ireland for 15 years.

When she first met her former partner, he was caring and loving.

They married and had two children.

But he soon became controlling and paranoid about her having an affair. He would verbally abuse her and eventually forced her to stop working.

They moved to a remote location in the midlands. He cut her off from friends, stopping her from speaking to them online, saying she was talking to other men.

A short time after Rae had their second child, he locked her and the baby in a room for hours and unplugged the internet so she couldn't reach out to anyone.

Rae first got in touch with COPE Galway's Domestic Abuse Service after finding out he was having an affair. An outreach worker listened to her story and explained what her options were, including availing of the refuge, and how she could get help from the courts. Staff spoke with her about empowerment, unhealthy relationships and recognising signs of abuse.

Her partner said he was sorry and would go to counselling to try to change, so she gave him another chance.

The abuse worsened.

When Rae confronted him after finding out he was still having an affair he became physically abusive. She escaped with her children and ran to a neighbour's house, who called the Gardaí on her behalf.

"Again, I forgave him straight away," Rae said. "I was thinking, 'Maybe it's because of me - he's just made a mistake and it's actually all my fault I was beaten'. I was so confused.

"I wanted our family to be together for my kids. So I was hoping he would change. The children would say they just wanted mummy and daddy together. Every time I heard that it broke my heart."

But his controlling behaviour escalated. He would call her at work and force her to leave her phone on in her pocket so he could listen in on her conversations. He called her boss and fabricated that she was having an affair with a colleague. One time he was waiting for her at home and asked why she was late, accusing her and verbally abusing her in front of their children.

It was then she decided to end the relationship and got back in touch with COPE Galway's Domestic Abuse Service. They helped her to recognise his actions as controlling by asking her to write down a list of the behaviours.

"It was scary. I saw all the red flags there."

"I didn't know at the time it was controlling abuse. But now I think back, it was there from the beginning. I thought it was just normal in any relationship. I didn't realise until I wrote down my story".

"I wish I'd known sooner and then I wouldn't have stayed for so long. It's hurt and damaged me so much. [My keyworkers] gave me advice so I could get on the right path. And that's why I'm here now."

Rae moved into the refuge and tried to bring her children with her, but her partner told her if she did, he'd call the Gardaí.

"I didn't understand at the time," she said.

Rae went to the refuge at Modh Eile House alone. Once staff explained her rights, Rae grew confident and brought her children in.

She stayed at the refuge for seven months.

"Modh Eile House helped me a lot," Rae said. "They gave me full support and through that I [now] feel confident to make the right choice, to take the right path in my life."

Determined, Rae took more steps to live independently. She kept working and moved the children to a school closer to her.

"The first time I reached out to COPE Galway I didn't know what to do. My head was all over the place. I didn't know how to make a decision. I just wanted other people to decide for me. Now I can decide for myself. I know what to do."

Rae and her children are currently in temporary accommodation through COPE Galway's Family Support Service. The Domestic Abuse Outreach Team continues to support her, which she says gives her "strength and courage".

"I feel positive and excited about what the future holds for me and my children," Rae said.

"There's no way I could have done this alone, I'm very thankful for all their support. They believe in me."

She urges others in the same situation to seek support even if they feel hopeless.

"Don't keep it to yourself. It's important to seek help - it's made such a difference to me. It's given me hope."

If you or someone you know is experiencing coercive control and/or domestic abuse, support is available, even if just to listen. Whenever you are ready to talk, we are here to support you. Contact us on 091 56 59 85.

**Name changed to protect privacy.*



Domestic Abuse Service Overview

In 2022, our Domestic Abuse Service Team demonstrated exceptional professionalism, adaptability and commitment, surpassing expectations in the development and delivery of our services. Since our relocation to Modh Eile House in May 2020, we take immense pride in our ability to provide immediate refuge to every woman and child in need of safety. This year, we accommodated 130 refuge admissions and 169 child admissions. Our highly skilled team facilitated 3,874 crisis calls. Combined with an expanded outreach service, in total, we extended support to 617 women and 226 children in 2022.

Our Domestic Abuse Service operates holistically. We provide domestic abuse survivors with a range of services, protections and practical supports related to issues from filling out applications to identifying entitlements. We collaborate closely with and offer training to professionals from various sectors including health, justice and education, while tirelessly advocating for a society that understands and refuses to tolerate domestic abuse.

Our team consistently seeks new ways to accommodate the people we support and with whom we advocate. Notably in 2022, our work in schools received overwhelmingly positive feedback, and we are excited to continue this impactful initiative.

The demand for our services has grown as more survivors acknowledge that responsibility and shame lie solely with their abusers. We anticipate this demand to persist until society unequivocally condemns domestic, sexual, and gender-based violence in all its forms, fostering a happier, healthier, and more equitable community. Recognising that survivors of intimate partner domestic abuse face diverse challenges, our support plays a pivotal role in empowering them.

We are grateful to all who supported us in 2022 and, most importantly, to the women that trusted us with their stories, who allowed us to accompany them on their journey and who continue to inspire us. We remain available for those of you who want to come forward but for whatever reason could not: we see you and we hear you.



2022 Highlights

Responsiveness

We recognise the importance of delivering agile, up-to-date expertise within the supports we offer. To remain current regarding national legislation and strategies, we were successful in securing funding from the Department of Justice to fill a new position for a Legal and Development Worker. Their focus would be on providing better legal support to clients, enabling them to make better use of the protection afforded to them under the Domestic Violence Act (2018).

Commencing in October 2022, initial research consisted of contacting stakeholders who have been through or know the court system in relation to domestic abuse, to identify their current experiences within the system and what is and is not working well. Stakeholders included representatives from An Garda Síochána, Legal Aid, the court services, women attending the courts and experienced staff who have provided court accompaniment.

Plans going forward include researching national and international best practice for supporting women who require and choose to engage with the legal system over their abuse. Findings are expected to lay the foundations for a bespoke training plan for our Domestic Abuse Service staff mid-2023 and for women who require legal advice from early July 23.



Prevention and Early Engagement

We recruited a Development Officer, also in October, to enhance and structure the successful six-week Healthy and Unhealthy Relationships schools programme for transition year students, which Solas Óg* had developed and delivered for 10 years. This progression was in response to feedback received directly from students and schools across Galway city and county, while also aligning with the Government's Zero Tolerance strategy to tackle domestic, sexual and gender-based violence.

The feedback highlighted the need for the programme to be delivered for young people at the junior cycle stage. In line with our ethos of early intervention and prevention, this area of our work is very important to us and to young people trying to navigate through relationships.

The five-week programme, with a focus group session on week six, will be piloted across ten schools in Galway city and county into 2023.

Young people who participated in the Healthy and Unhealthy Relationships schools programme said it was useful. Some of their observations are below:

"...now I know how to end an unhealthy relationship."

"... it taught me how to respect women better."

"... it helps me understand how to be in a healthy relationship."

* Solas Óg, our Children and Young People's Service, operates in-house and via outreach and facilitates schools programmes across Galway city and county.



"Really amazing ...
So comforting and
thought-provoking.
Thank you for
making this work
accessible."

"Great
opportunity
for sharing
information
and resources
available."

"Wow, what a
powerful exhibition, and
to hear the brave ladies
talk about their lives –
brought me
to tears!"

"Let's hope this
exhibition will aid
the de-stigmatisation of
those who experience
this dreadful act."

"Very powerful
message and
encouraging to those
who need help."



Impact

In 2022, we seized a unique opportunity to commemorate the 40th anniversary of COPE Galway's Domestic Abuse Service in Galway. Collaborating with ATU's Radius Project and funded by Medtronic, we proudly unveiled "We See You, We Hear You" on 25 November. This poignant art installation paid homage to the courageous women who took the first steps to ring our doorbell in 1981 and lay the foundation for "another way" (*Modh Eile*) for every woman and child to be free from abuse.

Women who use our service played a pivotal role in this project, demonstrating immense bravery in sharing their experiences with the ATU team and artist, Maura Finnegan. The artist's sensitive interpretation led to the creation of six sculpted plaster heads and incorporated authentic voices, recorded anonymously. The exhibition also included one empty plinth, to represent the women who have lost their lives because of domestic violence.

The subsequent launch and tour of the exhibition and the publicity surrounding the pieces sparked vital conversations and raised awareness about domestic abuse in Galway city and county. The art installation not only highlights the profound impact of domestic abuse on women, children, families, and communities, but also emphasises the transformative power of seeking help from our service.



To learn more about the exhibition and listen to the audios, visit our website:
www.copegalway.ie/weseeyou

Our People

As our Domestic Abuse Service continues to grow and respond to the needs of women and children, we remain hypervigilant over sensitive data. To ensure complete data protection and with the support of the COPE Galway organisation and board, we made the transition to a secure online client database and a new cloud-based operating system. This bespoke Client Relationship Management System allows us gather data that informs our work and identifies the best way to support women. It also allows us to maintain relevant information for legal processes.

Any change can spark an anxious period. Evolving from 40 years of paper-based reporting to using innovative I.T. is not for the faint hearted!

While the transition met its natural challenges along the way, as always, our professional team courageously rose to the challenge. This work is further complemented by our teams' ongoing research and dedication to best quality services.

Advocacy

As part of the Third National Strategy on Domestic, Sexual and Gender-Based Violence (DSGBV), we consulted with the children and young people that use our service. Using a child-centred approach, the consultation process involved forming a wish list with three of the young people we work with, on how we can make them feel safer in public places, schools and playgrounds.

Feedback from children and young people engaged in domestic abuse services all over Ireland was incredibly insightful and they had the ability to name big issues. The information was collated and presented to the Department of Justice in a colourful infographic.



Comhghairdeas!

This year we celebrated 30 years of service for COPE Galway's longest serving employee, Jackie Carroll. Jackie, a fountain of experience and knowledge, has been integral to the development of our domestic abuse service. You can read more about her contribution over these past three decades in her honest and authentic story on the next page.



Meet Jackie

Jackie Carroll, our longest serving employee, is Training and Development Lead with COPE Galway's Domestic Abuse Service. Here, she reflects on the highs and lows of her 30-year journey with the organisation.

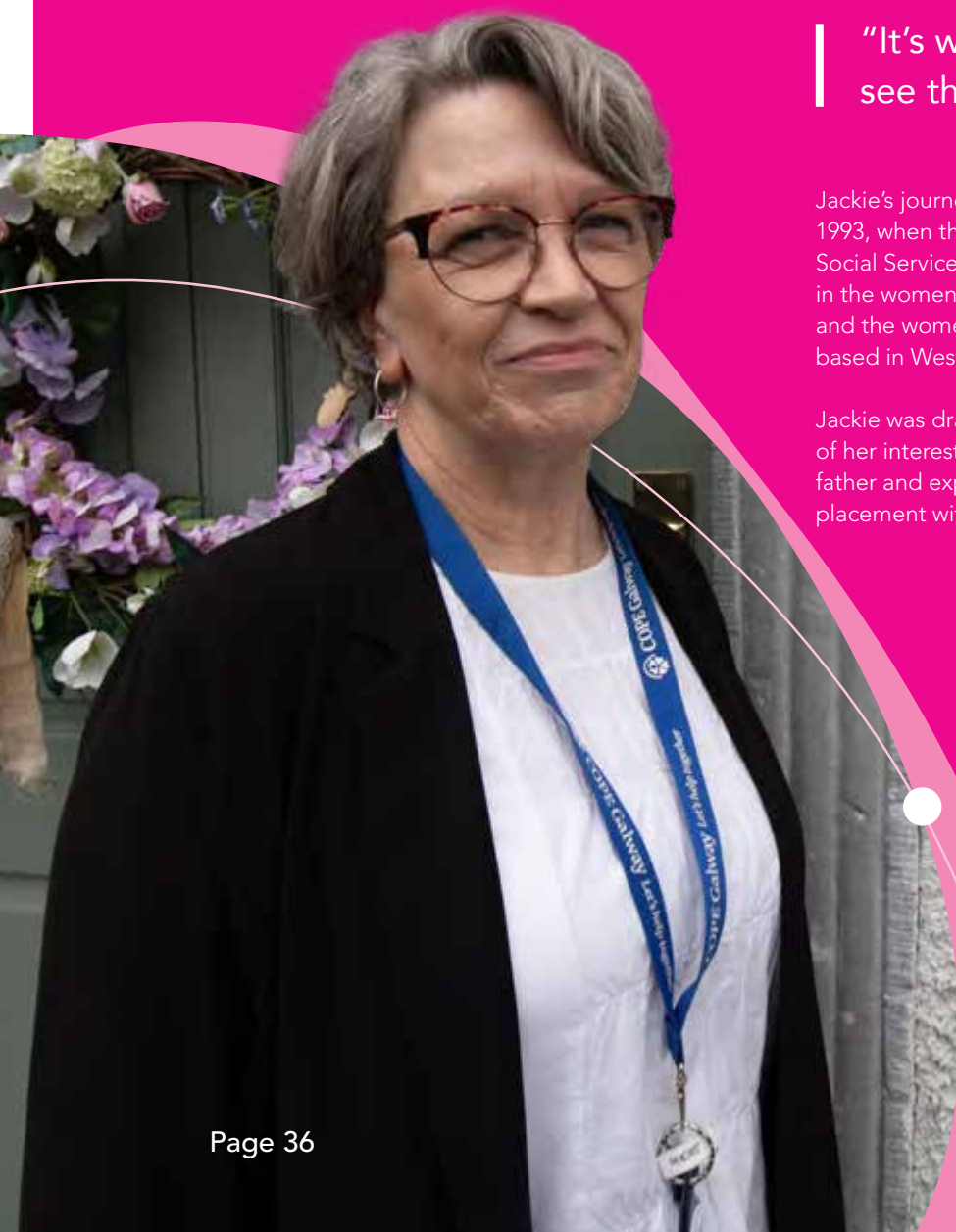
Jackie Carroll sees great benefit to having spent thirty years working in the area of domestic abuse. Over the years, she has progressed from frontline crisis towards a more healing and preventative approach, which is where her passion lies.

Jackie still remembers her first call, from a woman who was seriously assaulted by her partner and later came into refuge. She recalls seeing her years later, on Shop Street in Galway, and said she "looked like a completely different woman."

"It's wonderful to be able to see that women do move on."

Jackie's journey with COPE Galway began in 1993, when the charity was known as Galway Social Services. She started out as relief worker in the women's refuge, then in Waterside House and the women's homeless hostel, which was based in Westside House at that time.

Jackie was drawn to this area of work because of her interest in human rights, instilled by her father and explored as a student through a placement with Women's Aid in Dublin.



In 1996 she took on the role of supervisor on a resettlement project and then worked in the Fairgreen Hostel for a year until 2001. She then began her journey in domestic abuse services as an outreach and residential worker at Waterside House.

As the service developed, Jackie's work began to involve raising awareness around domestic abuse as she responded to requests from outside organisations for training, such as to health and social care students at University of Galway.

In 2010, however, the demands of covering Galway city and county as a lone outreach worker, while delivering regular training, became too much. "I was seeing clients back-to-back one day and delivering training the next," she remembers. "It was too much for one person and I completely burnt out."

Signed off on stress leave, Jackie hit a crossroads, questioning if she should stay in this work. She decided it was still where her passion lay and that she needed more support and balance in her life.

"That's when I moved into the area of mindfulness, self-care and learning how to take care of myself."

Things improved when she returned from leave: there was funding for an extra outreach worker and Jackie received support from colleagues to deliver training.

She paid homage to all the colleagues she's worked with over the years and the "very deep friendships that have formed".

Jackie is proud of the contribution she has made to changing perceptions on domestic abuse.

"If through delivering training to 20 people, two or three come away with a completely different attitude – that for me is a victory."

She particularly enjoyed collaborating with Ciara from Solas Óg and women who use the outreach service, to develop a parenting programme. This culminated in a booklet, now regularly used by other refuges and support services throughout the country.

"I would describe the highs in my career as my work with women, witnessing their courage and survival skills in the face of domestic abuse."

Another highlight was the introduction of a Routine Enquiry into Domestic Abuse in Pregnancy to Galway University Hospital (GUH) and Portiuncula Hospital, thanks to a collaboration with Maeve Tonge, maternity social worker in GUH.

"I feel that was a really important piece of work," said Jackie, as today, the hospitals ask all pregnant women about safety in their relationships.

Jackie recognises that today there is much greater acknowledgement of mental health and the attention it needs in this line of work.

If Jackie could give advice to her 30-years-ago self, it would be around self-care, knowledge of the effects of working with trauma, and a good work life balance.

"I think the deeper understanding that I've developed now would have really helped back then."



Our Services

Community, Social and Nutritional Supports

Sonas Drop-in Centre

The Bungalow – Mervue Community Hub

Community Support

Befriending Programme

Positive Ageing Initiatives

Community Catering

Meals4Health Social Enterprise

Community Lunch Clubs

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

Food Rescue and Distribution



In 2022
COPE Galway supported:

901*

Older People

71,006 Meals



629 People



People's Homes



Lunch Clubs



COPE Galway Services



258

Individuals availed of our community activities and support



419

Volunteer befriending visits to 14 individuals



2,544

Supported through FEAD Programme

*total number represents unique clients

Senior Support Service

Supports older people
towards healthy, independent
ageing at home.



Meet Carmel & Frances

COPE Galway's Befriending Programme forms an important element of the organisation's Senior Support Service. Volunteers are matched with older clients in their community to carry out regular home visits to help combat loneliness and isolation.

Frances has been visiting Carmel in her home for an hour each week for nine months now. The two of them have since built up a good rapport and speak about everything and anything.

"We haven't had a fight yet," Carmel jokes.

Frances says volunteering has been "very rewarding" and would recommend anyone to sign up.

"You meet people you'd never normally meet in the comfort of their home. I feel there's so much importance in bringing people back together, back to the community."

Carmel is active - she enjoys listening to the radio, reading and knitting and has family nearby whom she can "hop on the bus and go and see".

Carmel remarks, "Since Covid-19 we've been living life alone, afraid to go out. People got very down."

She says the Befriending Service has worked for her because she always likes meeting new people and has been enjoying Frances' company.

The pair have a few things in common, including a love for yoga. Carmel is a regular at chair yoga sessions run by a COPE Galway volunteer.

It was Derval, Community Support Worker for Older People, who first suggested to Carmel she could sign up for COPE Galway's Befriending Service. Carmel's housing estate is a residential area for older people which Derval supports.

Carmel and Frances both agree they wouldn't have crossed paths in Galway otherwise.

"I feel you're always going to need to have young and old together to share and pass on different things," said Frances. "It really rejuvenates the community."

"Frances has taught me a lot," says Carmel. Since they've met, Frances has been to South Africa, California and Spain. "She tells me about her travels - it's very interesting."



Frances agrees she is also learning a lot from Carmel, who grew up on a farm and shares with Frances what her family's lifestyle was like and how it was for the children growing up.

Frances says she sees the value in going back to some of Carmel's ways when she was young.

"I find it fascinating how I watch so much TV, whereas for Carmel it doesn't come into her mind other than if there's a certain programme she's been meaning to watch - because she didn't have a TV for a lot of her life," said Frances.

"I think we all need to go back to simpler times."

Carmel has been showing Frances an album of photos of her family and their home in Tuam, and the pair plan on taking a drive out together to pay a visit to the home where Carmel grew up.

The two of them are also thinking of places they could go for a coffee together during the summer evenings.

"Now the longer evenings are here, we're making some plans," said Carmel.

If you would like to volunteer as a Befriender or if you or someone you know would benefit from weekly company and a chat, please contact Noelle Jennings, Befriending Programme Coordinator at COPE Galway on 091 75 34 02.



Senior Support Service Overview

Our Senior Support Service Team supports healthy independent ageing at home and reaches out to older members of our community. We offer tasty, nutritious meals; social supports; one-to-one assistance; befriending opportunities and so much more. We are committed to promoting positive, healthy and active ageing in our community. Our service broadly falls into two main areas of operation, outlined below.

Our **Community Support Programme** focuses on promoting a positive ageing journey and experience. We achieve this through encouraging involvement in communal and social activities, offering one-to-one support to access general services and entitlements, and a befriending programme to support social connections and improve wellbeing.

Our **Community Catering service and Meals4Health** social enterprise is driven by the *Eat Well, Live Well, Age Well* mantra. Here, we cater for the specific nutritional needs of older people and others living with chronic illness, who require specialised nutritional support. The service also caters for a dozen lunch clubs across Galway and is a distribution hub for surplus food products.

Through providing general and community employment, work experience and volunteering opportunities, our social enterprise model enables a professional, supportive workplace environment, which recognises the wider social impact achieved by strengthening communities.



Positive Ageing: Carmel Larkin from Tuam is described as having invented networking - socialising and bringing people together is her forte. Amongst many activities, Carmel can be seen lending her cooking skills to an annual street barbeque, organising regular get-togethers, gardening and learning reflexology, mindfulness and yoga. The motto on her living room wall reads: "Life isn't about waiting for the storm to pass. It's about learning to dance in the rain."

2022 Highlights

Responsiveness

Meals4Health provides nutritious and tailored meals for people with chronic illnesses, disabilities, dysphagia, and people needing calorie-rich meals to prevent malnutrition. Our team works closely with healthcare professionals to ensure the meals are tailored to the individual's unique needs.

Additionally, Meals4Health's innovative online platform allows for easy ordering and payment of meals. In response to a growing need for specialised and tailored meals for people living with chronic illness, as an innovative social enterprise, Meals4Health has been making strides in providing nutritionally appropriate, affordable, and convenient kidney-friendly meal options.

In 2022, we developed renal diet meals. Mary Horan, Renal Dietitian with Tallaght Hospital, told us, "Meals4Health has been very generous with their time in working to adapt recipes to ensure their meals are safe for patients with kidney disease, who need to limit their intake of salt, potassium and phosphate without compromising on taste. They also cater to patients with other comorbidities* e.g., dysphagia or coeliac disease. The patients I have spoken to have given great reports on the taste of the meals from Meals4Health and love the convenience of being able to order online or by phone. Patients are also supported with ordering meals if they have any visual impairment etcetera."

*co-existing or co-occurring conditions



Positive Ageing: Daniel McNamara from Newcastle is a devoted carer for his beloved wife and best friend Bridie. While this role can be challenging, Dan continues to be positive, jovial and selfless and holds a truly inspirational zest for life. He walks his four-legged pal Max every day and he has joined the local Carers Support Group, completing certified training courses in Heartsaver CPR, Use of a Defibrillator, Manual Handling and People Handling.

Our People

Our Meals4Health Social Enterprise model has many community benefits besides providing meals. In 2022, our work depended on the contribution of people who volunteer their time and skills, people on various work placement options, others on a range of community employment schemes, and a small number of paid employees, all working together to provide a product and a service of exceptional quality and benefit to the wider community. In doing so, those involved also benefited from a welcoming, supportive and non-judgemental environment which develops skills but also offers sociability and fun, where every contribution is valued. This extends also to our team who work in the community supporting older adults to remain living at home in their communities.

This ethos is illustrated in Billy's incredible story, page 46, where he shares how connecting with COPE Galway's services 20 years ago altered the course of his life journey.

Prevention and Early Engagement

In keeping with that old adage, "Prevention is better than cure", our Senior Support Service takes a particular interest in promoting positive and healthy ageing. Over the last few years, Positive Ageing Week in Galway is an opportunity for us to identify people in our communities who enjoy life to the full and are healthy and active as they age.

In October 2022, people like Carmel and Dan (pictured page 42), who epitomise vitality and wellbeing in older age, featured in our Local Heroes Positive Ageing Exhibition. The more we see positive messages relating to older age, the more likely we are to be inspired to seek a positive ageing experience.

Research shows us that the number of times we meet, engage and talk to people during the day has the most impact on a healthy, longer life. In 2022, we invited Professor Rose Anne Kenny to give a talk on her findings from over 20 years of research via The Irish Longitudinal Study on Ageing (TILDA), that show us that we can have control over our ageing experience. Preparing for our older age from our thirties onwards enables us to live healthier lives with a more positive outlook.

One of the strongest messages emerging from recent 'Covid years' is for us to feel confident now to get out and about again – at all ages.

Impact

The emphasis in 2022 was to encourage people of all ages, most especially those in older age, to rediscover their confidence in meeting up with friends, family and neighbours in the wake of restrictions. Throughout the year, our Community Support Workers arranged activities and sought opportunities to encourage socialising.

Many activities took place in Mervue, in both our Sonas Drop-in Centre and in our new Community Hub (The Bungalow beside Mervue Church), where people from the locality took part in exercise classes, yoga, coffee mornings, music events, podiatry, IT learning opportunities and more. Those attending a weekly lunch club at The Bungalow every Thursday enjoyed delicious, nutritious menus offered by our Meals4Health Social Enterprise and served by an engaged and dedicated team of volunteers.

Locals began daily drop-ins to Sonas for company, cards, breakfast, laundry and various supports. Residents in three other housing clusters in Galway City also availed of day trips, coffee mornings, music sessions and chair yoga organised by our community support team.

Given the importance of good social connections to our overall health and wellbeing, these opportunities to socialise and to feel cared for have had a positive and ongoing impact on the people who attended.

Advocacy

Much of our work in the community is around supporting individuals and advocating for clients regarding quality-of-life issues, or access to services, particularly when there is no family member available to assist them. Our advocacy work often relates to medical issues, where we assist people with liaising with GPs, hospitals, public health nurses and home care agencies.

During 2022 we welcomed a general increase in services available for older people. Our advocacy role evolved into connecting an individual in need of particular supports with the relevant service, such as with social workers or the integrated care team for older people. The variety of our advocacy work ranges from helping clients with accommodation searches and advocating for clients regarding housing, to regular check in visits; visiting a person in hospital and liaising with their medical team; arranging access to meals or helping declutter a home. We help clients navigate the paperwork involved in changing bank accounts or even with accessing pensions – in 2022 we assisted a client to access a significant amount of funds in their private pension scheme.

Meet Louise

Louise is a support worker with COPE Galway's Senior Support Service. She shares her observations of how the Sonas Drop-in Centre has a positive impact on the local people who use the service.

Louise Glynn joined COPE Galway in August 2022 after completing an LLM (Master of Laws) in Human Rights Law at Queen's University Belfast.

She says COPE Galway had been on her radar for years, and she was happy about the opportunity to work for such an established organisation.

Louise started out working in the Family Hub at COPE Galway's Homeless Service but found the shift work challenging and difficult to balance alongside her parenting responsibilities.

She had previously worked as a Healthcare Assistant in a nursing home where, she remembers, "Coming in every day with a smile and a positive attitude was very important. I was very attuned to the residents' needs and would always find a way for them to be met."

Having found this previous experience working with older people so rewarding, she decided to make the switch to Sonas Drop-in Centre in October 2022. She also felt it would be a better match for her diverse skillset.



Sonas is a space for older residents in the Renmore and Mervue community to call in for a cup of tea and a chat. Clients can meet new people and get involved in a range of activities run by the centre.

Alongside Louise in Sonas there are three Community Employment staff, one Tús employee (community work placement participant) and one volunteer to support clients with things like accessing healthcare or linking them in with other services.

Louise says a lot of the clients who drop in have a very limited support network, if any at all.

She has been there to assist with anything clients might need, from key holding to helping them use a computer, from changing a lightbulb to welfare checks.

She enjoys the way no two days are ever the same and describes herself as "a jack of all trades".

"You're social worker slash support worker slash advocate."

"It's going from high needs to the basics," she said. "You're a huge support for the community."

It's clear from Louise's open and warm personality that she's well suited to the role, and she says she's built a lot of trust in a short space of time.

"This place is like home," she said.
"It's like their living room."

Louise and her team listen to and observe their clients' needs and try to adapt and facilitate whatever they can at Sonas to suit them.

One initiative she is particularly proud of is the introduction of the breakfast mornings to Sonas, where clients can come in first thing and select an affordable home-cooked meal of their choice from a nutritious menu.

This initiative was in response to clients saying they would prefer not to eat all of their meals alone.

"One of the biggest issues our clients face is social isolation. Now in the mornings they're chatting round the table having the craic or sharing their problems with one another. It's comfort and a peer support for them. It's just amazing."

"That's what makes it," Louise said. "When you see the impact that you have on someone's life."

She said the space has created a "micro-community" where clients had built their own support network where they look out for one another.

She said there was no way of predicting what kind of practical and emotional needs might come through the door that day, but regardless she always gives it her all.

"You really give 100% to making sure that they're okay. Because it's just the caring nature of the profession. I've always loved helping people. I love to see people happy with a smile on their face."

For further information about our Sonas Drop-in Centre, phone 091 75 34 02

Clients enjoying the daily breakfast club held at Sonas Drop-in Centre in Mervue





Client, Volunteer, Employee:

He began with small tasks, like preparing vegetables one day a week. This became two days, then three. In 2006 he progressed on to a Community Employment scheme and by 2009 he was a full-time employee of COPE Galway's Meals on Wheels service (which became Meals4Health in 2020).

Billy's Story

Billy Miller is a kitchen assistant at COPE Galway's Community Catering service. Here, he shares how connecting with COPE Galway's services 20 years ago altered the course of his life.

Originally from Scotland, Billy's life direction changed in 2001 after he learned his friend's brother was missing somewhere in Galway. Having just gone through a breakup and feeling he had nothing tethering him to Scotland, he decided to go to Ireland to try to find him.

Billy did manage to track him down after going round the homeless hostels but leaving his home and job with the council back in Scotland meant he wound up homeless in Galway himself.

At first Billy bought a tent to live in, before finding his way to COPE Galway's Fairgreen Hostel for single homeless men in 2003, where he stayed for six months. During this time, he was encouraged to volunteer at what was then COPE Galway's Meals on Wheels, located on Saint Francis Street.

Billy, having previously worked in manual labour and road laying, was unsure at first if the kitchen would be a good fit for him. "I'd never worked in a kitchen before, it had never appealed to me, and I didn't have any experience with chef knives."

"I could've ended up being a gardener or a scaffolder – but there was a wee arrow pointing down this road saying, 'That's the way to go'".

He is now the longest serving member on the Community Catering team with over two decades of experience. "The majority of time if somebody is looking for something or wants to know something they're told to 'Ask Billy'."

Billy's role presents him with new challenges, including updating the daily meal plan for Meals clients on the computer. "I never had a savvy when it came to computers. The only computers I knew were PlayStations." Billy was determined to keep at it.

a twenty-year journey with COPE Galway.

“Ever since I’ve worked here – I wouldn’t say I’m brilliant at I.T. – but I try, and I’m learning all the time.”

“When you don’t know computers, people don’t take you on because you don’t have the experience. How are you going to get experience if no one takes you on? You just need one person to take you on,” he said.

Billy now enjoys the liveliness the job provides, although he sometimes has to supply his own excitement during the quiet hours of the early morning starts. “You have to have the craic. Sometimes I come in here at half six in the morning and it’s quiet as hell. So I’ll go in and put the music on and give everyone a little lift.”

The work of preparing and delivering meals can become hectic at times, but Billy does not like to remain idle. He says he has found great fulfilment in the service he helps provide.

“You’re there helping to make a meal that’s going out to older people, and for some of them the only visit they get is from the driver delivering it. And to know that you’re starting that connection rolling, it’s a good buzz.”

Through his work, Billy has been able to learn more about how older people and people who are homeless live and is grateful for both the opportunity to learn and the purpose it gives him. “I look forward to coming to work every day. It’s given me a purpose to get up in the morning.”



Volunteering



Preeti Bhat

Preeti is a medical student at University of Galway. She volunteers with COPE Galway's Homeless Service on their Street Outreach Support programme.

"I really enjoy going out there on the streets, meeting and talking to folks ... understanding their life story better, what their lived experiences are like. It's enjoyable forming that bond and that connection with people. Being able to volunteer gives you a new perspective in life, it allows you to be grateful for the everyday things. More so, it's really gratifying in the sense that you're able to show [people who are rough sleeping] that they are valued, that they're seen in society."

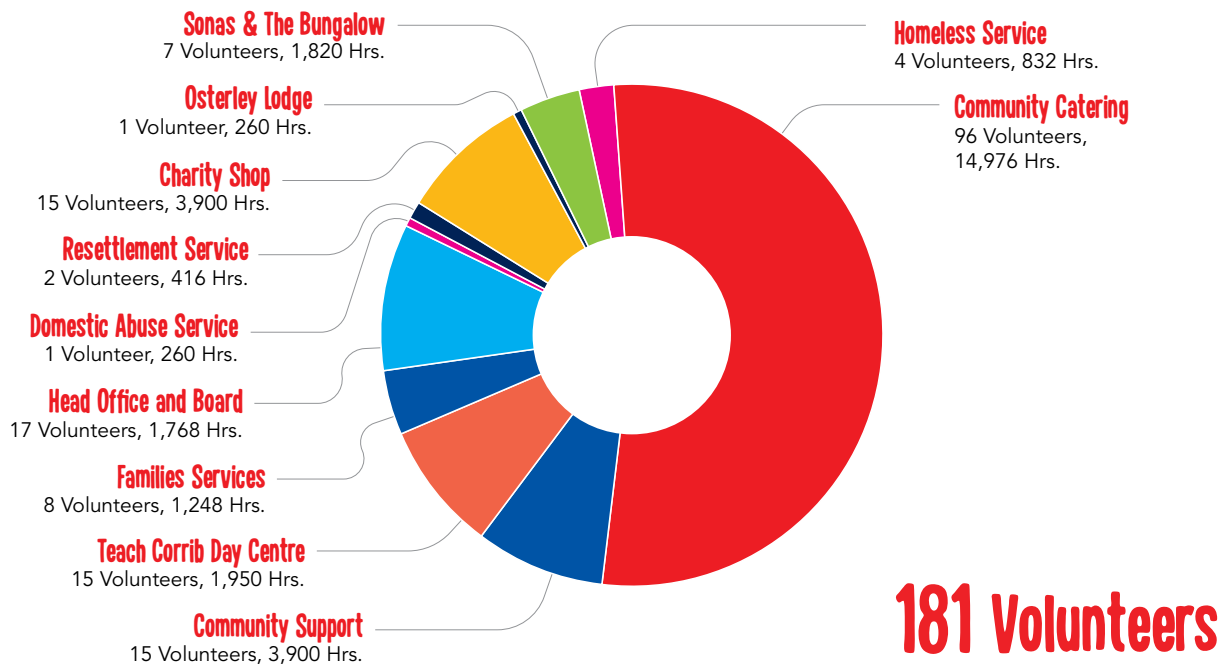


Mary Lawless

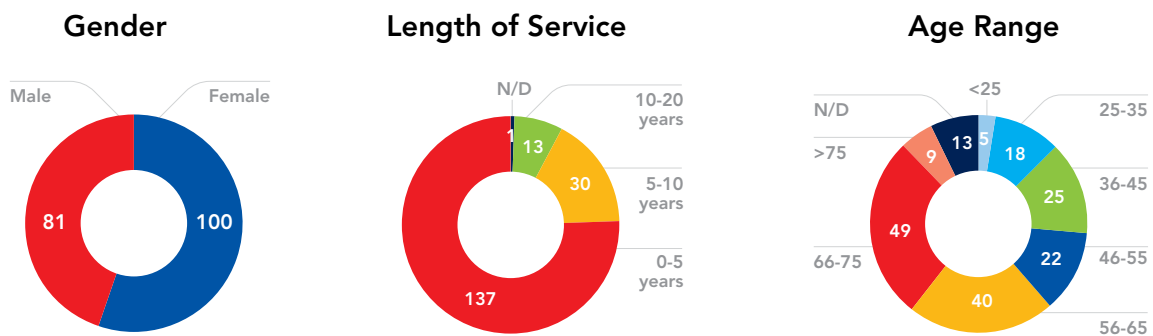
Mary, now retired, started volunteering at the COPE Galway Charity Shop six years ago.

"I love [volunteering], I get more from it than I give, it provides me with a sense of purpose. I've made lots of lovely new friends and I meet people from all over the world and from all walks of life. I feel good because I am helping others and hopefully, I am making a difference too."

Our Volunteers in 2022



31,330 Volunteer Hours | **23** Active Volunteer Roles | **105** Volunteers Recruited



Volunteering at COPE Galway

Volunteering is another way of involving Community (one of our core values) in achieving our mission and the work we do. Thanks to the support of our long-term volunteers; others from the corporate sector and businesses – who share their skills and take part in our Helping Hands Projects – and to our occasional helpers from the community who volunteer at our events and Christmas campaigns – together, we make a difference locally.

Our Volunteer Programme is inclusive, embracing the diversity of our community. We have over 30 volunteer roles, which appeal to people of all ages and from different backgrounds, ages, abilities and interests.

With volunteerism firmly embedded in COPE Galway, we are committed to ensuring that volunteers have the best experience during their time with us and that they fulfil their own volunteering goals. We continue our journey, therefore, to develop and enhance our volunteer practices as we renew our Investing in Volunteers quality standard, which we achieved in 2018 for best practice in Volunteer Management.

If you would like to join Our People as a volunteer with COPE Galway, contact us at volunteer@copegalway.ie

Fundraising, Grants and Retail



Fundraising, Grant and Retail Income in 2022

Total Revenue 2022

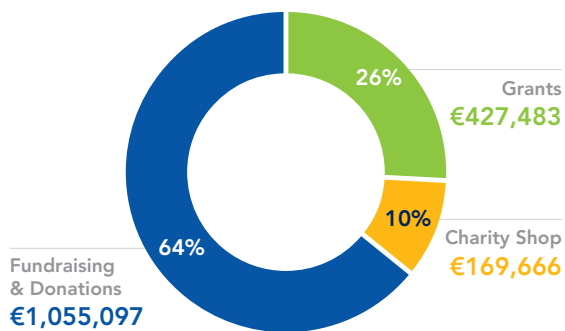
€1,652,246

The kindness and generosity of the Galway community shone throughout 2022. Galwegians from all over the city and county continued to support COPE Galway. It is because of their commitment, passion and determination that our fundraising, grant and charity shop income was in excess of €1.65 million in 2022.

Fundraising income in 2022 totalled €1.05 million and the year finished with a very successful Christmas campaign, for which we are incredibly grateful.

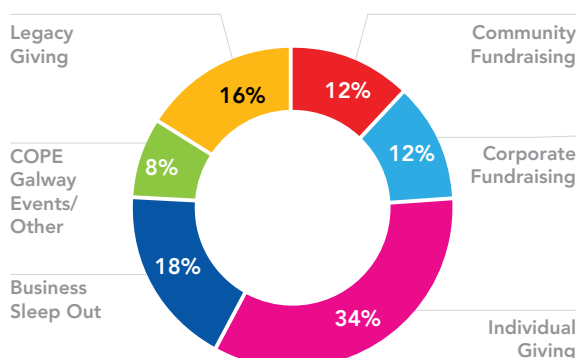
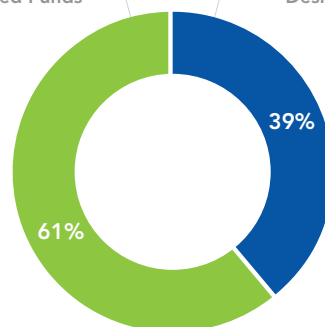
It is because of our supporters that we can innovate and find new ways to reach out to people in our community. Their kindness and generosity have enabled the development of Solas Óg, our children and young people's domestic abuse service; the training of our staff in Trauma Informed Practice; the expansion of our social enterprise Meals4Health and much more.

We know there's more we need to do. Our ambition remains to increase our income and number of supporters, so that we can be there for people in our community who need us.



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 on 091 77 87 50 or email fundraising@copegalway.ie

Fundraising Activities in 2022

Undesignated Funds
€641,609Designated Funds
€413,487

Fundraising

Community Events and Activities

People from all over Galway continued to find innovative ways to support COPE Galway in 2022. We are very grateful to our supporters from schools, community groups and workplaces who walked and jogged, baked, took part in challenge events and many other creative activities, all to raise funds for our work.

186
Community
Fundraisers



Regular and Individual Giving

Individual Giving is the support we receive from individuals through once off or regular gifts like direct debits and standing orders. We deeply appreciate the continued loyalty of our existing regular donors and were delighted to welcome over 330 new monthly donors to the COPE Galway Tribe in 2022. This valuable steady source of income allows us to plan for longer term projects in the future.

COPE Galway was also fortunate to receive a number of legacies in 2022 for which we are truly thankful.

734
monthly
donors

8,940
Single
Donations



Christmas Appeal

18
Christmas
Jumper
Days

2,000
Goods
Donated

1,000+
Toiletries
donated and
distributed

Corporate Giving

Corporate support is an incredibly important element of our fundraising mix. Galway's corporate and business community supports COPE Galway in many ways, from financial donations and in-kind support to event participation and staff volunteering. We are fortunate to have a wide range of corporate partners from small companies to multi-national organisations. Including the Business Leaders' Sleepout, corporate fundraising represented 30% of our overall income in 2022.

148
Companies
Donated



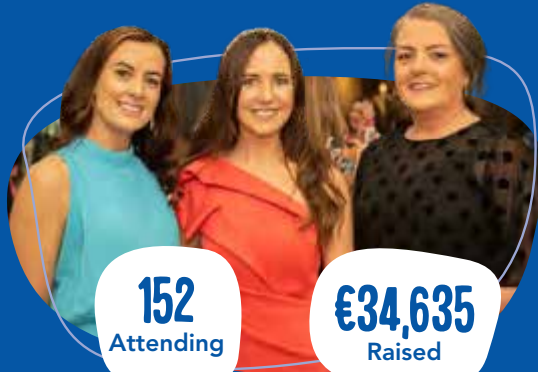
Golf Am Am

Our annual golf outing took place in June, thanks to the kind support of our hosts, the Galway Bay Golf Resort.

192
Golfers



€26,340
Raised



152
Attending

€34,635
Raised

Dinner Dance

We were delighted to be able to host a dinner dance at the Galmont Hotel in September.

39
Participants



€200,600
Income

COPE Galway Sleep Out
Business leaders giving hope

COPE Galway Business Leaders' Sleep Out

Our annual Business Leaders' Sleep Out saw an inspiring group of business leaders from 39 Galway organisations come together to spend a night on Shop Street to raise awareness of the issue of homelessness in Galway and to raise funds for COPE Galway's homeless services. These funds allow us to further develop homeless supports and to increase resources to support families and individuals while they remain for extended periods in temporary accommodation.

700+
Participants

68
Volunteers



€41,500
Income

COPE Galway Christmas Swim

The annual COPE Galway Christmas Swim continued for its 32nd year with a hybrid format which saw swimmers taking part in Salthill and from locations all over the world. Once again, the community of Galway came out in force with jingle bells on Christmas Day, to brave the cold and raise funds for COPE Galway.

TOP 5

Sources of
Fundraising Income

1. Individual Giving
2. Business Leaders' Sleep Out
3. Legacy Giving
4. Regular Giving
5. Corporate Donations

Spotlight

Grant Income and Philanthropy

We received grant support from a number of Trusts and Foundations during 2022, totalling 26% of funds raised. This funding supported us in responding to increased demand for our services, allowing us to scale up existing and add additional services as needed. Here, we shine a light on one project made possible thanks to grant funding and local community support – the development of 'The Bungalow', a social hub for older people in the Mervue community.

The Bungalow - Mervue Community Hub is home to a thriving social hub for older people in the Mervue community. It was developed thanks to grant funding and local community support.

With plenty of internal space and a generous garden, The Bungalow had lots of potential as a convenient place for older people to meet and socialise together, however it needed some adaptations to make it fully usable and accessible. A grant from the Department of Rural and Community Development funded fire safety upgrade work as well as development works to improve access to the building for those with disabilities. Funding from Galway City Council helped to improve access to the garden space for those with limited mobility and funded the creation of a patio area and a central garden space for activities. The Bungalow project, which is made possible thanks to support from the Parish of Mervue, also received a generous donation from St Columba's Credit Union for enhancements to the garden.

These funds have allowed us to extend the range of activities on offer at The Bungalow, and older people in Mervue now enjoy exercise classes, arts and crafts, indoor and outdoor games and social activities, as well as a comfortable garden space in which to sit and enjoy fresh air and sunshine, whenever it appears. You can read more about the impact of activities at The Bungalow in the Senior Support Service section of this report.



Charity Shop

In 2022, COPE Galway Charity Shop celebrated its most successful year since opening in 2013, surpassing our revenue targets and raising almost €170,000 – 10% of our total Fundraising, Grant and Charity Shop income.



Located on St. Augustine Street in the city centre, the shop sells second-hand fashion, accessories, jewellery and books. The Charity Shop ran several campaigns, including Galway Race Week and summer promotions, as well as participating in Fashion Revolution Week.

Our Charity Shop is not only an important source of revenue, it also provides important services for our clients. Individuals and families using our Homeless and Domestic Abuse Services can come in and choose the clothes and shoes they need. The shop also serves the wider Galway community and provides opportunities for volunteering, work experience and community employment. The shop acts as a central location for enquiries from the public about our services.

A huge thank you to all the generous businesses and individuals who continue to donate clothes and to shop sustainably at COPE Galway's Charity Shop.

Finance and Governance



COPE Galway Financial Review

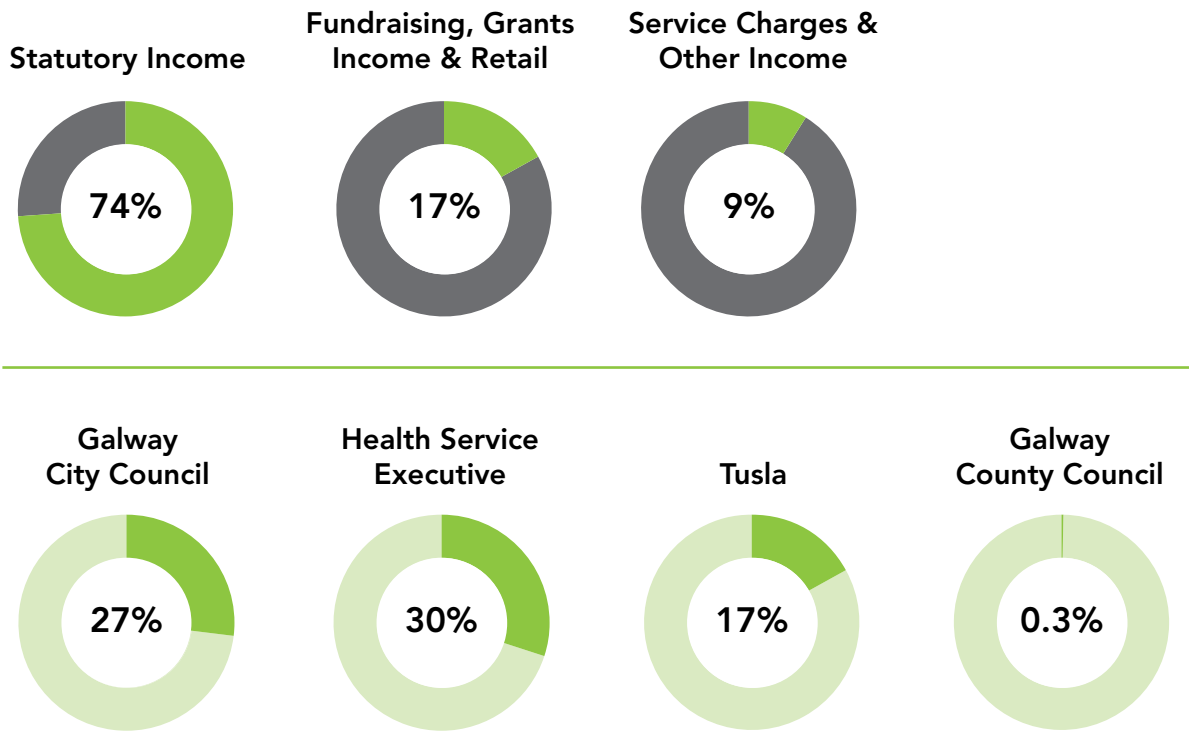
Income

The operating income for 2022 (excluding Private Emergency Accommodation Funding of €3,981,128 and Capital Assistance Scheme funding of €1,427,750) was €9,418,815 – representing an increase of €485,835 or 5% over the prior year.

The increase in funding is largely attributable to public funding (€324,394), grants (€270,017), earned income

(€39,509) and other income (€8,209), offset by a decrease in fundraising (€156,294). A full breakdown of income is available in Note 3 to the Financial Statements at the end of this annual report.

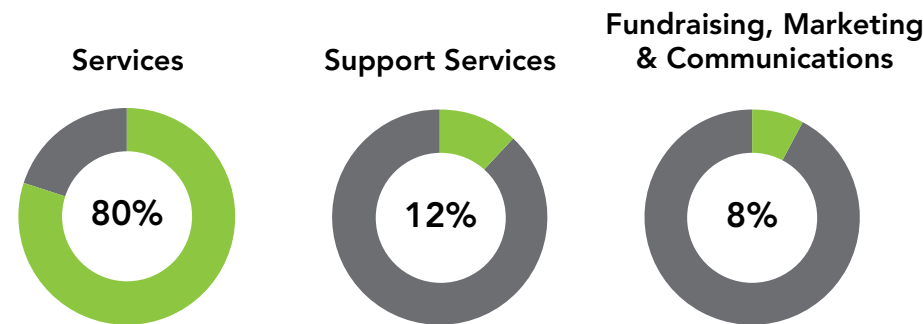
Statutory income represents 74% of total income in 2022. The statutory bodies below contributed to the statutory income during 2022:



Operating Costs

The total cost of operating our services in 2022 was €8,679,969 (excluding Private Emergency Accommodation Costs of €3,981,128 and depreciation of €226,345), representing an increase of €680,816 or 9% over the prior year. The increase is

attributable to an increase in staff costs and service overheads in 2022. Expenses are shown in the visual below. The retained surplus for the financial year amounted to €1,940,251 (2021 €1,437,181), this was transferred to reserves at year-end.



Reserves

In common with many charities, COPE Galway has an obligation to ensure that it has sufficient funds and sources 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 €52,755, representing 5% of 2022 fundraising income, has been transferred from unrestricted reserves to designated reserves.

Financial Statement

Income and Expenditure Account for year ended 31 December 2022

Income

	2022 (€)	2021 (€)
HSE	2,779,948	2,206,360
Galway City Council	2,534,882	2,654,524
Tusla	1,567,780	1,509,898
Galway County Council	25,827	51,662
Fundraising (to include Grants) and Retail	1,652,246	1,631,024
Service charges	781,273	741,764
Other Income	76,859	137,748
	9,418,815	8,932,980
CAS Funds	1,427,750	705,500
	10,846,566	9,638,480

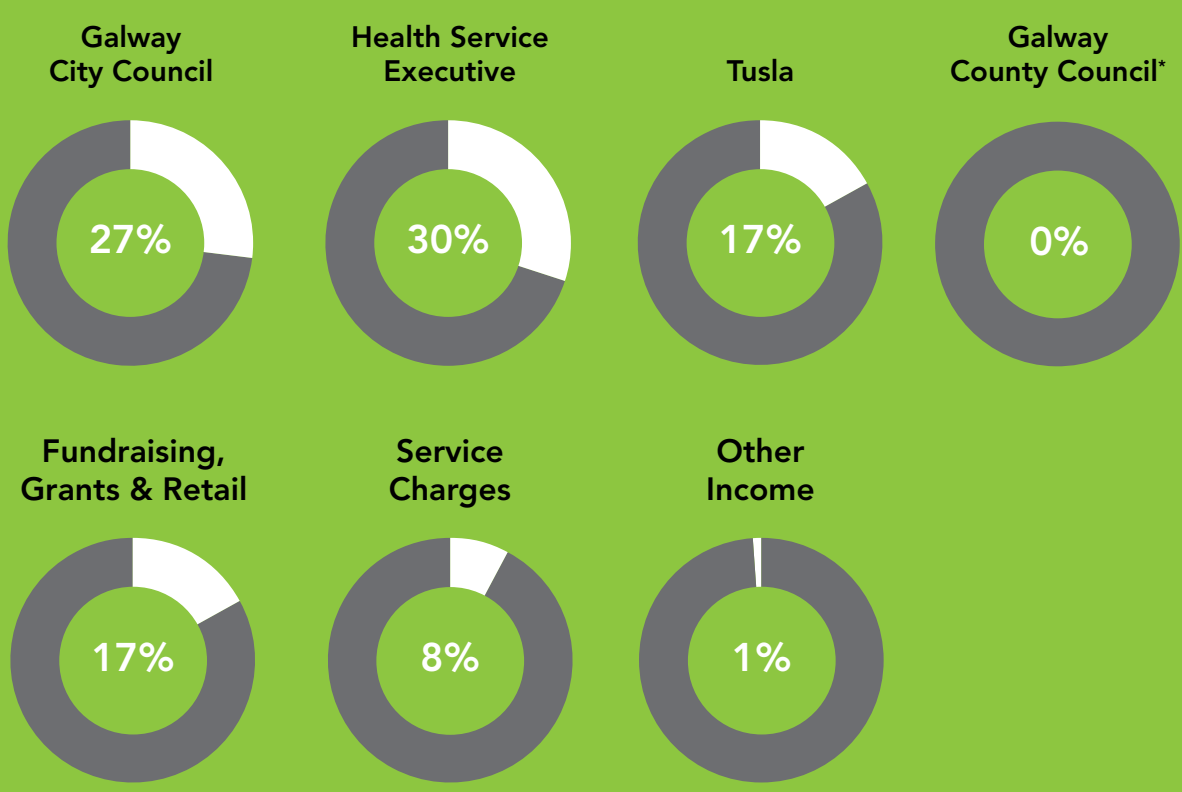
Expenditure

	2022	2021
Homeless Service	4,161,051	4,350,042
Domestic Abuse Service	1,777,149	1,478,830
Senior Support Service	949,650	775,808
Fundraising, Marketing & Communications	714,100	533,782
Support Services	1,078,019	860,691
	8,679,969	7,999,153
Depreciation	226,345	202,146
	8,906,314	8,201,299

In 2022 COPE Galway received €3,981,128 (2021: €3,365,182) from both Galway City Council and Galway County Council to cover the costs of Private Emergency Accommodation. This is reflected in our Income and Expenditure in our Audited Accounts, but not included above.

COPE Galway adopted SORP 2014 from 1st January 2015. Our Audited Accounts are available at the end of this report and on our website www.copegalway.ie

Where our money comes from*



How our money is spent*



* Original decimals have been rounded up for these percentages

Governance

COPE Galway Board of Management 2022

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. A registered charity with over 180 employees and over 200 regular volunteers, COPE Galway is a private company limited by guarantee. Our directors are responsible for the overall governance and strategic direction of the organisation and directors have no beneficial interest in COPE Galway.

At COPE Galway, we are committed to maintaining the highest standards of governance, accountability and transparency. As such, our board has adopted codes of practice, which go beyond the minimum

legal requirements to ensure the highest level of governance, accountability and transparency.

Additionally, the board is responsible for ensuring that the organisation operates an appropriate system of financial control and complies with relevant laws and regulations.

2022 saw COPE Galway's Board of Directors hold six board meetings, with 78% attendance overall, and one strategic 'away day' for Directors and Senior Managers. The table on the next page indicates the various seat allocations, meeting attendance and years of service of the board members.



Padraic Timon
Chairperson



Ashling McEllin
Vice Chairperson



Fr Joseph Roche



Seamus Lennon



Caroline Healy



Ciara Greaney



Colette Mangan



Colm O'Donnellan



Cormac Kennedy



Gerald Keys



Máire Treasa Ní Dhubhghaill



Enda McGuane



Dr Kieran Walsh



Colm Feeney, RIP



COPE Galway



For more information on our board members, please visit:
www.copegalway.ie/board

COPE Galway Board of Management 2022

Board Member	Role / Representation	Term in Years (As of 2021)	Attendance in 2021	Term in Years (As of 2022)	Attendance in 2022
Cormac Kennedy	Finance / Audit			1 Appointed Feb 22	5/6
Ashling McEllin Vice Chairperson	Customer Services	2	6/6	3	6/6
Caroline Healy	Human Resources	2	5/6	3	5/6
Colette Mangan	Staff	1	6/6	2	5/6
Ciara Greaney	Finance / Operations	1	6/6	2	5/6
Enda McGuane	Property	2	5/6	3 Resigned Sept 22	3/4
Padraic Timon Chairperson	Business	2	6/6	3	6/6
Fr Joseph Roche	Diocesan	4	6/6	5	5/6
Seamus Lennon	Quality	3	5/6	4	3/6
Colm Feeney (RIP)	Business	2	5/6	3	3/6
Colm O'Donnellan	Business / Property	1	3/6	2	4/6
Máire Treasa Ní Dhubhghaill	Media	2	6/6	3 Resigned May 22	0/2
Kieran Walsh	Research and Evaluation			1 Joined May 22, resigned July 22	1/1
Gerald Keys	Legal			1 Joined May 2022	4/4

Subcommittees

COPE Galway's Board of Directors are supported in their role by seven subcommittees (see box) comprising members of staff, board representatives and, where needed, external individuals with relevant expertise.

Subcommittees hold a role in creating a leadership environment, which empowers staff to take ownership of strategic implementation. They undertake regular reviews to provide updates to the board on progress and challenges in achieving organisational objectives. Chaired by a director, the subcommittees act as a mechanism for feedback and recommendations between staff and board. They report to the board in rotation at every second meeting.

In early 2022, the board undertook a review, facilitated by an external consultant, of the effectiveness of its subcommittee structure. The review highlighted a need for clarity in redefining areas of focus; in resources and in prioritising strategic actions aligned with COPE Galway's Strategy 2020 – 2025.

In September 2022, the board agreed a set of recommendations designed to address the suggestions outlined in the report. They established new subcommittees as shown opposite.

Each new subcommittee agreed new clearly defined terms of reference, resource allocations, priorities, a work plan for the year ahead and a working group structure to remove the subcommittee from operational activities.

Existing Subcommittees 2022

Prevention & Advocacy

Responsiveness & Impact

Our People

Revenue Generation

Property

Audit & Risk

Finance & Funding

New Subcommittees 2022

Governance

Risk & Internal Controls

Finance and Revenue

Our People

Services

Impact & Advocacy

Governance Framework

The Governance Code

The board has adopted, signed up to, and complies with the governance recommendations set out in the Charity Regulators Governance Code – the Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland. In 2022, COPE Galway was fully compliant.

Approved Housing Body Regulatory Authority

COPE Galway is an Approved Housing Body, registered with the Approved Housing Body Regulatory Authority (AHBRA). In 2022, we submitted the required annual return of compliance to AHBRA.

Service Level Agreements

COPE Galway has Service Level Agreements in place with key funding agencies. Our organisation complies with the requirements of the following service level requirements:

- HSE Service Level Agreements and Code of Governance
- Tusla Service Level Agreements (local and national) and Tusla Governance Framework
- Galway City and County Council Service Level Agreements

Transparency and Accountability

Fundraising Practice and Activities

We are dedicated to achieving the highest standards and best practice in fundraising. We are fully committed to achieving the standards contained within the Guidelines for Charitable Organisations on Fundraising from the public; to ensure that we undertake our activities with respect, honesty and integrity; and that we are transparent and accountable in all our actions. Our Donor Charter details our commitment to our donors and how we conduct our fundraising practices and activities.

Charities Institute Triple Lock Standard

COPE Galway has achieved the Charities Institute Triple Lock Standard. The standard is awarded to charities that actively demonstrate openness, transparency and integrity to beneficiaries and donors, and operates to the Triple Lock Standards – transparent reporting, ethical fundraising and good governance.

Financial Accounting and Reporting

Our financial statements and annual reports are prepared in accordance with Charity SORP standards (Statement of Recommended Practice). Our financial accounts are independently audited, with audited accounts filed with the Companies Registration Office and submitted to the Charities Regulatory Authority.

Managing Risk and Internal Controls

The Audit and Risk – now Governance, Risk and Internal Controls Subcommittee – reports to the Board of Directors on the effectiveness of the systems established by COPE Galway's Management Team. This includes reviewing the comprehensiveness and reliability of internal controls and seeking assurances on risk management and the control environment. The subcommittee also advises on the systems of control underpinning the organisation's risk management framework and processes.

Following a review of the findings from the Internal Control questionnaire undertaken in April 2021, COPE Galway revised its Risk Management Policy, established a Risk Appetite Statement and updated its Risk Register. We update this Risk Register on an ongoing basis and present to the Board

Board Members

Board Members who Resigned in 2022

Enda McGuane

Enda McGuane joined the board in June 2020 and served until September 2022. Enda brought significant property and business management experience and chaired our Property Subcommittee. We extend our sincere thanks to Enda for his commitment to COPE Galway and wish him every success.

Máire Treasa Ní Dhubhghaill

Máire Treasa Ní Dhubhghaill joined the board in September 2020 and served until May 2022. Máire Treasa brought a wealth of media experience and expertise along with her fluency in Irish. COPE Galway would like to thank Máire Treasa for her support and wishes her every success in the future.

Kieran Walsh

Kieran Walsh was a board member from April to September 2022. Following his engagement with the organisation, it became apparent there may be a conflict of interest with COPE Galway's work and that of Kieran's organisation. We would like to thank Kieran for his support of COPE Galway.

We would like to take this opportunity to remember our board member, colleague and friend, **Colm Feeney**, who sadly passed away in 2023.

Ar dheis Dé go raibh a anam dílis.

New Board Members in 2022

Gerald Keys

Gerald Keys joined the Board in May 2022. Gerald practised law on the Western Circuit from October 1973 to April 2002 and specialised in Civil and Criminal Law. Appointed as Circuit Court Judge in April 2002, Gerald also sat on the Planning Tribunal, then known as the Mahon Tribunal. In March 2012, Gerald was appointed as a permanent Judge of the Circuit Court, sitting mainly on the South Western Circuit covering Ennis, Limerick and Tralee, dealing mainly with Civil, Criminal and Family Law cases.

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 sincerely thank all members of the Board of Directors who progressed COPE Galway's interests during 2022.



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Directors and Other Information

Directors	Padraic Timon (Chairperson) Ashling McEllin Fr Joseph Roche Seamus Lennon Caroline Healy Ciara Greaney Colette Mangan Colm O'Donnellan Cormac Kennedy (appointed 18th February 2022) Gerald Keys (appointed 29th April 2022) Dermot Nolan (appointed 24th March 2023) Máire Treasa Ní Dhubhghaill (resigned 15th June 2022) Enda McGuane (resigned 23rd September 2022) Dr Kieran Walsh (appointed 29th April 2022; resigned 16th September 2022) Colm Feeney (resigned 14th January 2023)
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
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 2022.

COPE Galway is a local Galway charity providing services and supports to 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 2022, we supported approximately 3,000 people across our three service areas, namely homeless service, domestic abuse service 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 to support older people towards healthy and active ageing.

170 staff were employed by COPE Galway during 2022 and more than 190 volunteers offered their support for over 34,000 hours across our services. We could not have delivered the range of services we provide without our phenomenal staff and volunteers, and the support of our funders, donors and the public was crucial in maintaining service levels throughout the year.

Financial Review

The operating income for 2022 (excluding Private Emergency Accommodation Funding of €3,981,128 and Capital Assistance Scheme funding of €1,427,750) was €9,418,815 representing an increase of €485,835 or 5% over the prior year.

The increase in funding is largely attributable to public funding (€324,394) grants (€270,017), earned income (€39,509) and other income (€8,209), offset by a decrease in fundraising (€156,294). A full breakdown of Income is available at Note 3 to the Financial Statements.

Statutory income represents 74% of total income in 2022. The following statutory bodies contributed the statutory income during 2022:

- Galway City Council 27%
- Health Service Executive 30%
- TUSLA 17%
- Galway County Council 0.3%

Fundraising and grant income accounted for 17% of total income, while service charges and other income accounts for 9% of total income.

The total cost of operating our services in 2022 was €8,679,969 (excluding Private Emergency Costs of €3,981,128 and depreciation of €226,345) representing an increase of €680,816 or 9% over the prior year. The increase is attributable to an increase in staff costs and service overheads in 2022. Expenses are analysed as follows:

- Services 80%
- Administration 12%
- Fundraising, Marketing & Communications 8%

The retained surplus for the financial year amounted to €1,940,251 (2021 €1,437,181), 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.

	2022 (€)	2021 (€)
Capital Funding for the purchases of Rental Property	1,062,636	705,500
Capital Funding for Domestic Abuse Refuge	365,114	-
HSE funds for Temporary Emergency Accommodation project	259,566	344,000
Increase / (decrease) in funds designated for a specific purpose	220,552	524,904
HSE funds for Homeless Service Peer Support project	66,320	-
Galway City Council funds for Housing First Regional Project in 2023	38,323	-
HSE funds for capital projects	23,797	-
HSE funds for Homeless Outreach projects	(66,467)	66,467
Tusla funds received in 2021 for the 2022 Domestic Abuse Service	(44,000)	44,000
Galway City Council income received in 2020 for 2021 expenditure on the Cold Weather Response project	-	(229,989)
HSE funds received for 2021 COVID 19 Self Isolation programme	-	(218,886)
Housing First funds received for 2021 expenditure	-	(30,945)
Total	1,925,841	1,205,051

A full analysis of reserves at 31 December 2022 is presented in the Statement of Changes in Funds on page 74 of the Financial Statements. At the end of the year, the company has assets of €12,291,956 (2021 €10,260,792) and liabilities of €1,268,725 (2021 €1,177,813). The net assets of the company have increased by €1,940,251.

Reserves

In common with many charities, COPE Galway has an obligation to ensure that it has sufficient funds and sources 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 €52,755, representing 5% of 2022 fundraising income, has been transferred from unrestricted reserves to designated reserves.

Post Balance Sheet Events

There have been no 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.

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 centers 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 The Board of Directors (Trustees) which comprises 11 members. All board members work in a voluntary capacity and do not receive any remuneration or expenses. The Board of Directors met 6 times during 2022 and is supported by a Subcommittee 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 the Senior Management, is responsible for the development and implementation of strategies, efficient operation of the charity's activities and oversight of the committee structure.

Governance, Risk and Internal Controls Subcommittee

The Governance, Risk and Internal Controls subcommittee has been established to support the Board of Directors in assessing the effectiveness of the systems established by 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 internal audit. 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.

Finance and Revenue Subcommittee

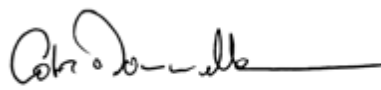
The Finance and Revenue Subcommittee has been established to provide strategic advice and exercise oversight of the finance and fundraising function of the organisation. They do this by obtaining appropriate assurances that the organisation keeps adequate accounting records which correctly explain and record the transactions of the charity, to enable at any time the assets, liabilities, financial position and net income or expenditure of the charity to be determined with reasonable accuracy. The Finance and Revenue Subcommittee ensures there is an effective review and monitoring of financial risks and reviews the development and implementation of the organisation's funding and income generation strategy.

The Directors of COPE Galway would like to thank and acknowledge the immense efforts made by all staff and volunteers during a very challenging 2022. 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 2022 on behalf of the board.



Ashling McEllin, Director



Colm O'Donnellan, 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.

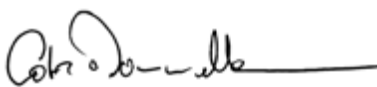
In so far as the directors are aware:

- 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 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 2nd June 2023 and signed on its behalf by:



Ashling McEllin, Director



Colm O'Donnellan, Director

Independent Auditors Report to the Members of COPE Galway CLG on the audit of the financial statements for the year ended 31 December 2022

Opinion

We have audited the charity financial statements of COPE Galway Company Limited by Guarantee for the financial year ended 31 December 2022 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 2022 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 determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the 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

2nd June 2023

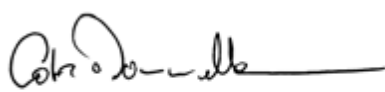
Statement of Financial Activities (incorporating Income & Expenditure Account)

	Note	2022 (€) Unrestricted	2022 (€) Designated	2022 (€) Restricted	2022 (€) Total	2021 (€) Total
Income & Endowments from:						
Donations & Legacies	3	641,609	413,487	-	1,055,096	1,289,477
Charitable Activities	3, 3A	781,273	429,483	12,367,381	13,578,137	11,575,894
Other Trading Activities		169,666	-	-	169,666	91,444
Investments	4	-	-	-	-	-
Other		24,794	-	-	24,794	46,847
Total Income		1,617,342	842,970	12,367,381	14,827,693	13,003,662
Expenditure on						
Raising Funds	5					
Fundraising		467,566	-	-	467,566	374,888
Shop		95,763	-	-	95,763	41,920
Charitable Activities	5					
Homeless Service		-	261,845	8,478,568	8,740,413	8,240,881
Domestic Abuse Service		-	189,428	1,856,576	2,046,004	1,669,453
Older People's Service		-	165,008	914,099	1,079,107	868,231
Marketing & Communications	5	232,244	-	-	232,244	168,962
Other	6	80,846	6,138	139,361	226,345	202,146
Total Expenditure		876,419	622,419	11,388,604	12,887,442	11,566,481
Net income/ (expenditure)	7	740,923	220,551	978,777	1,940,251	1,437,181
Transfer between funds						
Between Unrestricted and Restricted	8	(587,152)		587,152	-	-
Between Unrestricted and Designated	8	(87,929)	87,929		-	-
Between Restricted and Designated	8				-	
Net Movements in Funds		65,842	308,480	1,565,929	1,940,251	1,437,181

The financial statements were approved by the Board of Directors on 2nd June 2023
They were signed on its behalf by:



Aisling McEllin, Director



Colm O'Donnellan, Director

Date: 2nd June 2023

The notes on pages 78-87 form an integral part of the financial statements

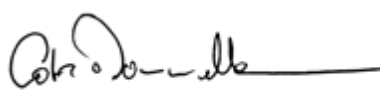
Balance Sheet as at 31 December 2022

	Note	2022 (€)	2021 (€)
Fixed Assets			
Property, Plant and Equipment	12	8,234,609	7,404,284
Current Assets			
Stock		5,805	8,123
Debtors	13	729,095	339,855
Cash at Bank and in hand	14	3,322,447	2,508,530
		4,057,347	2,856,508
Creditors: amounts falling due withing one year	15	(937,997)	(822,644)
Net Current Assets		3,119,350	2,033,864
Total Assets less current liabilities		11,353,959	9,438,148
Creditors: amounts falling due after more than one year	16	(330,728)	(355,169)
Net Assets		11,023,231	9,082,979
Funds of the Charity			
Unrestricted Funds			
General Funds		1,793,555	1,727,712
Designated Funds		2,286,200	1,977,719
Restricted Funds			
Capital Funds		6,943,476	5,377,548
Total Funds		11,023,231	9,082,979

The financial statements were approved by the Board of Directors on 2nd June 2023.
They were signed on its behalf by:



Aisling McEllin, Director



Colm O'Donnellan, Director

Date: 2nd June 2023

The notes on pages 78-87 form an integral part of the financial statements

Statement of Changes in Funds

	Unrestricted General (€)	Unrestricted Designated (€)	Restricted (€)	Total (€)
Balance 01 January 2021	1,412,124	1,344,868	4,888,807	7,645,799
Net income/(expenditure) 2021	315,589	632,852	488,740	1,437,181
Balance 31 December 2021	1,727,713	1,977,720	5,377,547	9,082,980
Balance 01 January 2022	1,727,713	1,977,720	5,377,547	9,082,980
Net income/(expenditure) 2022	65,842	308,480	1,565,929	1,940,251
Balance 31 December 2022	1,793,555	2,286,200	6,943,476	11,023,231

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 Refuge 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 €6,206,470;
- €5,000 in relation to funds received from Tusla for the Solas Óg programme in 2023;
- €38,323 in relation to funds received from Galway City Council for the Housing First Regional programme in 2023
- €603,566 in relation to funds received from the HSE for the Temporary Emergency Accommodation and early discharge projects in 2023;
- €66,320 in relation to funds received from the HSE in relation to Homeless Services Peer Support projects in 2023;
- €23,797 in relation to funds received from the HSE in relation to Older People's Service project in 2023;

Statement of Cash Flows

	Note	2022	2021
Cashflow from Operating Activities			
Cash generated from operations	17	1,870,587	1,518,429
Cash flows from investing activities			
Purchase of tangible assets		(1,056,670)	(1,240,711)
		813,917	277,718
Net increase/(decrease) in cash and cash equivalents		813,917	277,718
Cash and cash equivalents at beginning of year		2,508,530	2,230,812
Cash and cash equivalents at end of year	14	3,322,447	2,508,530

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 Abuse, and older people in need of social and nutritional supports. 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 Abuse, and older people in need of social and nutritional supports.

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.

(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 €172,698.

(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.

Fundraising Income

	2022 (€)	2021 (€)
Fundraising Income	1,055,096	1,289,477

Income for Charitable Activities 2022

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

	2022 (€)	2021 (€)
Health Service Executive – Homeless Service Funding	2,337,620	1,941,742
Health Service Executive – Older People's Service Funding	442,329	264,618
Galway City Council – Homeless Service Funding	2,491,769	2,654,524
Galway City Council – Capital Assistance Scheme Grant	1,427,750	705,500
Galway City Council – Private Emergency Accommodation	2,997,266	2,737,067
Galway City Council – Older People's Service Funding	43,113	-
Tusla – The Child & Family Agency (see appendix 1)	1,567,780	1,509,898
Galway County Council – Private Emergency Accommodation	983,863	628,115
Galway County Council – Homeless Service Funding	25,827	51,662
Childcare Subvention (Dept of Children and Youth Affairs)	45,007	75,695
Meal Receipts	499,517	451,297
Rental Income	281,756	290,467
The Ireland Funds – Donor Advised Fund	171,300	44,783
The Ireland Funds – Reconnection Grant	50,000	-
The Community Foundation of Ireland Toy Show Grant	47,000	44,000
Department of Justice Victims of Crime Grant	40,000	
Galway City Council Grants	26,885	19,901
The Ireland Funds – Promising Ireland Campaign	20,000	25,000
Department of Rural and Community Development Community Centres Investment Fund Grant	16,245	
Childrens' Right Alliance Grant	9,025	
Galway and Roscommon Education and Training Board Grants	7,410	
Department of Rural and Community Development Awareness Raising Initiatives for Social Enterprise	7,335	
The Community Foundation of Ireland Older Persons Fund	7,128	
The Community Foundation of Ireland Begin together Grant	6,000	6,000
Association Femmes d'Europe Grant	4,850	
The Community Foundation of Ireland Staff Training Grant	4,500	
Department of Health Period Poverty Grant	3,900	
HSE Lottery Funding	2,000	2,000
Neighbourly Foundation Grant	1,766	
Galway County Council Grant	1,500	
Galway City Partnership Kitchen Equipment Grant	1,040	
Irish Hospice Seed Grant	1,000	
Get Galway Growing Grant	600	600
COVID 19 Stability Grant (see appendix 2)	-	90,500
Commission for Supporting Victims of Crime (DJELR)	-	10,000
The Ireland Funds – Medtronic		8,034
Helping Hands at Home Grant	-	4,500
Community Enhancement Grant	-	2,100
Tuath Housing Grant	-	1,000
Department of Children, Equality, Disability, Integration and Youth Training Grants	-	847
Age and Opportunity Grant	-	700
Other Miscellaneous	5,056	5,344
	13,578,137	11,575,894

3A. INCOME

Included in Restricted Charitable Activities income is €3,981,128 (2021 €3,365,182) 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.

3B. INCOME RECEIVED IN 2023 IN RESPECT OF 2022

The following funds were received
in 2023 in respect of 2022 (€)

Health Service Executive	64,454
Galway City Council	331,813
	396,267

4. INVESTMENT INCOME

	2022 (€)	2021 (€)
Interest Received	-	-

5. EXPENDITURE

Expenditure on Charitable Activities 2022

	Homeless Service (€)	Domestic Abuse Service (€)	Older People's Service (€)	Total 2022 (€)	Total 2021 (€)
Direct Costs					
Staff Costs	3,138,517	1,363,965	551,693	5,054,175	4,728,849
Client Food Costs	157,790	3,094	150,361	311,245	271,319
Service Overheads	797,614	347,274	182,544	1,327,432	1,150,588
Client Support Services	67,130	62,816	65,052	194,998	453,924
Emergency Accommodation	3,981,128			3,981,128	3,365,182
Total Direct Costs	8,142,179	1,777,149	949,650	10,868,978	9,969,862
Support Costs	598,234	268,855	129,457	996,546	808,703
Total Expenditure	8,740,413	2,046,004	1,079,107	11,865,524	10,778,565

Expenditure on Raising Funds 2022

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

	Marketing (€)	Fundraising (€)	Shop (€)	Total 2022 (€)	Total 2021 (€)
Direct Costs					
Staff Costs	157,366	203,804	43,458	404,628	372,492
Event Costs	593	78,133	-	78,726	77,844
Service Costs	50,735	139,783	40,228	230,746	83,446
Total Direct Costs	208,694	421,720	83,686	714,100	533,782
Support Costs	23,550	45,846	12,077	81,473	51,988
Total Expenditure	232,244	467,566	95,763	795,573	585,770

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 2022.

	Fundraising (€)	Homeless Service (€)	Domestic Abuse Service (€)	Older People's Service (€)	Total 2022 (€)
Support Services	81,473	598,234	268,855	129,457	1,078,019

6. NET INCOME IS STATED AFTER CHARGING

	Total 2022 (€)	Total 2021 (€)
Depreciation	226,345	202,146

7. NET INCOME OF €1,940,251 (2021: €1,437,181)

The net income figure of €1,940,251 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 2022 (€)	Total 2021 (€)
Capital Funding for the purchases of Rental Property	1,062,636	705,500
Capital Funding for Domestic Abuse Refuge	365,114	-
HSE funds for Temporary Emergency Accommodation project	259,566	344,000
Increase / (decrease) in funds designated for a specific purpose	220,552	524,904
HSE funds for Homeless Service Peer Support project	66,320	-
Galway City Council funds for Housing First Project in 2023	38,323	-
HSE funds for capital projects	23,797	-
HSE funds for Homeless Outreach projects	(66,467)	66,467
Tusla funds received in 2021 for the 2022 Domestic Abuse Service	(44,000)	44,000
Galway City Council income received in 2020 for 2021 expenditure on the Cold Weather Response project	-	(229,989)
HSE funds received for 2021 COVID 19 Self Isolation programme	-	(218,886)
Housing First funds received for 2021 expenditure	-	(30,945)
Total	1,925,841	1,205,051

8. TRANSFER BETWEEN FUNDS

Transfer between Unrestricted and Restricted Funds €587,152. This amount represents COPE Galway's contribution to the funding of services. This is the cost incurred within the Homeless, Domestic Abuse and Older People's Service that were not covered by Restricted Income received during the year.

Transfer between Unrestricted and Designated Funds €35,174. This is a contribution from Unrestricted Funds to the Sinking Fund in 2022. The Sinking Fund total is €172,698 as at 31st December 2022.

Transfer between Unrestricted and Designated Funds €52,755. This is a contribution from Unrestricted Funds to a General Designated fund in line with COPE Galway's operational reserves plan.

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 2022 (€)	Total 2021 (€)
Salaries and PRSA costs	724,488	678,181

10. STAFF NUMBERS AND COSTS

	2022	2021
Homeless Service	83	91
Domestic Abuse Service	37	33
Older People's Service	18	16
Fundraising	11	9
Support Services	21	14
Total	170	163

The aggregate payroll costs of these employees were as follows:

	2022 (€)	2021 (€)
Wages & Salaries	5,550,673	5,345,160
Employers PRSI Contributions	590,230	563,552
Retirement Benefits	133,554	102,606
	6,274,457	6,011,318

The number of employees whose basic salary was greater than €60,000 was 7 as follows:

Salary Range:	2022	2021
€60,000 - €69,999	3	2
€70,000 - €79,999	2	3
€80,000 - €89,999	2	1

All of the employees above are members of the COPE Galway PRSA scheme and employers contributions of 5% - 6% were made on their behalf during the year.

The basic salary paid to the CEO for 2022 was as follows:

	2022 (€)	2021 (€)
CEO Appointed May 2021	85,425	49,940
EX CEO January to June 2021	-	40,445
	85,425	90,385

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	8,162,721	168,075	669,411	98,548	9,098,755
Disposals in year	-	-	-	-	-
Additions in year	1,021,779	-	34,891	-	1,056,670
At end of year	9,184,500	168,075	704,302	98,548	10,155,425
Depreciation					
At beginning of year	894,392	149,961	583,949	66,169	1,694,471
Disposal in year	-	-	-	-	-
Charge for Year	183,690	4,803	27,474	10,378	226,345
At end of year	1,078,082	154,764	611,423	76,547	1,920,816
Net book value					
At 31 December 2021	7,268,329	18,114	85,462	32,379	7,404,284
At 31 December 2022	8,106,418	13,311	92,879	22,001	8,234,609

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

13. DEBTORS

	2022 (€)	2021 (€)
Trade Debtors	405,291	172,811
Prepayments	50,364	41,501
Value Added Tax	30,132	13,214
Accrued Income	185,201	55,465
Other Debtors	58,107	56,864
	729,095	339,855

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 2022 is €737,006 relating to 2023 State Funded projects. There is also €1,405,212 held in reserve for Designated projects, along with a Capital Commitment of €13,960. The combined Creditors and Debtors balance at 31 December 2022 amounted to a liability of €539,630.

	2022 (€)	2021 (€)
Cash and Bank Balances	3,321,987	2,507,870
Client Funds Held	460	660
	3,332,447	2,508,530

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 (€)	2021 (€)
Trade Creditors	178,585	286,131
PAYE/PRSI	151,030	132,305
Accruals, Other Creditors	583,299	379,832
Bank Loan	25,083	24,376
	937,997	822,644

16. CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR

	2022 (€)	2021 (€)
Bank Loan:		
Due in 1 to 2 years	50,166	48,751
Due in 2 to 5 years	100,331	97,502
Due in 5+ years	180,231	208,916
	330,728	355,169

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

	2022 (€)	2021 (€)
Net Incoming Resources	1,940,251	1,437,181
Adjustments for		
Depreciation	226,345	202,146
Changes in Working Capital		
Movement in Stock	2,318	(4,496)
Movement in Debtors	(389,240)	(36,662)
Movement in Creditors	90,913	(79,740)
Net Cash Generated from Operating Activities	1,870,587	1,518,429

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

	2022 (€)	2021 (€)
Contracted but not provided for in the financial statements	13,960	55,839
Not contracted and not provided for in the financial statements	-	-

20. RETIREMENT BENEFITS INFORMATION

Contributions outstanding at year-end amounted to €42,352 (2021: €21,116). The charity operates PRSA scheme that is open to substantially all the employees of the charity.

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 2nd June 2023.

Appendix 1

Tusla Funding and Expenditure Statement

Grant funding in the amount of €1,661,182 (€1,562,580 received in 2022 and €98,602 was received in 2021) was spent solely for the purposes of the Tusla funded services areas as outlined below.

Income	2022			2021		
	Direct (€)	Support (€)	Total (€)	Direct (€)	Support (€)	Total (€)
Tusla Funding	1,527,831	133,351	1,661,182	1,400,560	133,351	1,533,911
Administration Expenses						
Salaries & Pension	1,212,568	100,896	1,313,464	1,135,293	101,479	1,236,772
Travel, Subsistence & Expenses	22,659	616	23,275	12,432	543	12,975
Insurance	17,707	1,536	19,243	14,792	1,451	16,243
Light & Heat	47,854	2,220	50,074	26,229	1,012	27,241
Maintenance	32,355	540	32,895	31,762	173	31,934
Communications	8,441	1,434	9,875	7,854	1,141	8,995
Office Supplies	15,545	1,467	17,012	8,027	1,338	9,365
Staff Training	15,717	2,253	17,970	7,686	320	8,006
Auditor Fees	2,119	160	2,279	2,970	307	3,277
Professional & Contract Services	41,844	1,043	42,887	3,164	3,750	6,914
Housekeeping	14,865	340	15,205	14,810	205	15,015
IT Costs	49,851	9,828	59,679	18,752	7,169	25,921
Health & Safety	3,189	302	3,491	15,343	233	15,576
Food Costs	3,094	312	3,406	969	169	1,138
Program Costs	6,500	-	6,500	10,500	-	10,500
Miscellaneous	33,515	8,557	42,072	37,183	11,780	48,963
Bank Interest & Charges	8	1,847	1,855	12	2,281	2,293
	1,527,831	133,351	1,661,182	1,347,778	133,351	1,481,129
Surplus / (Deficit)	-	-	-	52,782	-	52,782

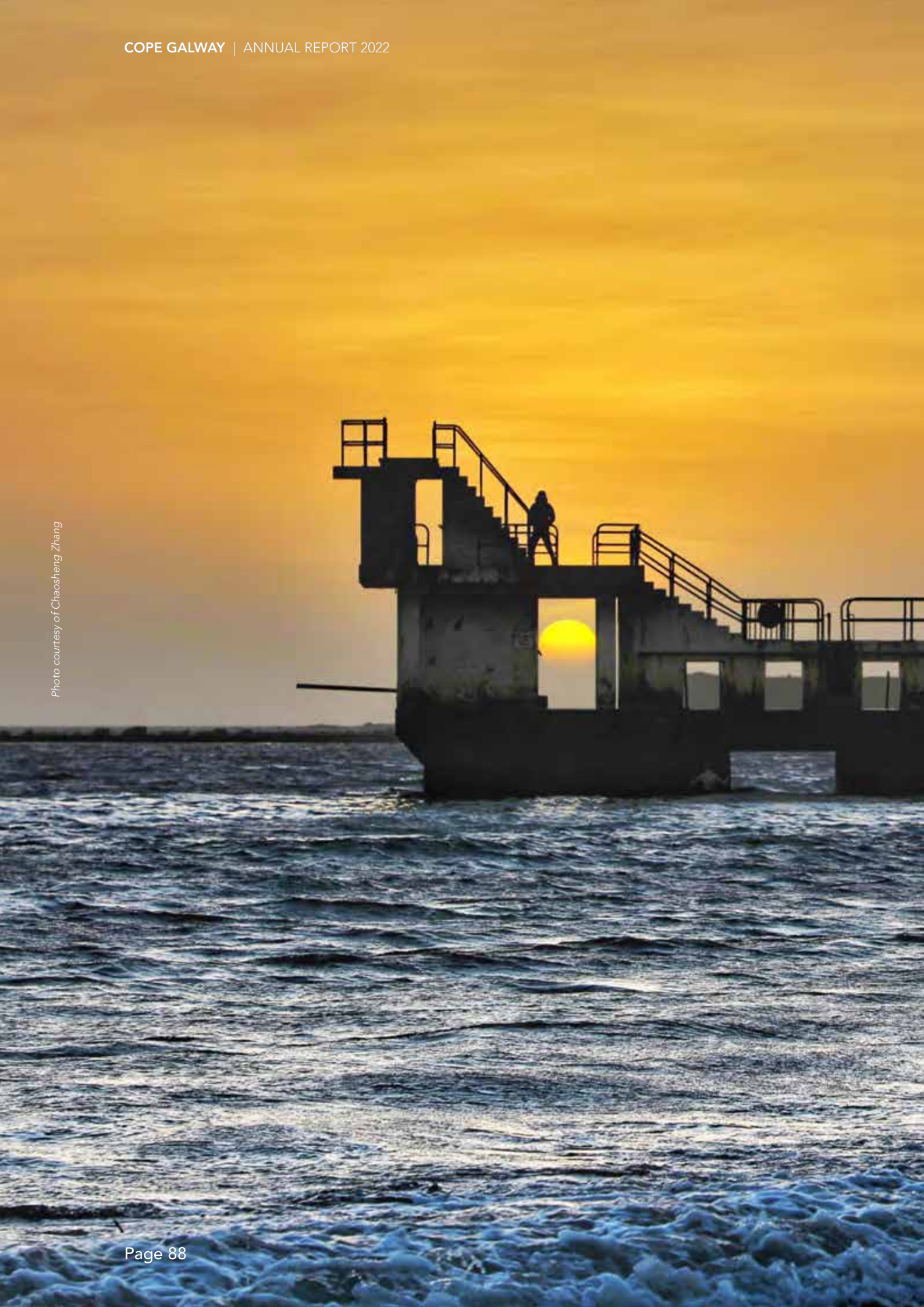
In addition to the above €5,200 (€5,000 2021) received from Tusla towards a FEAD programme for in Older People's Service.

Appendix 2

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

Income	2022 (€)	2021(€)
Stability Grant	-	90,500
Administration Expenses		
Rent and Rates	-	54,506
Office Supplies	-	11,080
General Expenses	-	8,147
Communications	-	7,971
Light & Heat	-	6,533
Professional & Contract Services	-	2,263
Pension Costs	-	-
Insurance	-	-
Subscriptions	-	-
Recruitment Expenses	-	-
IT Costs	-	-
Health & Safety	-	-
Bank Interest and Charges	-	-
Net Surplus/(Deficit)	-	-

Photo courtesy of Chaosheng Zhang



We take this opportunity to remember our colleagues, clients, employees, volunteers and others close to us who passed away or were affected by loss in 2022.

**Those we love don't go away.
They walk beside us every day.
Unseen, unheard, but always near.
Still loved, still missed, and very dear.**

- Alex MacLean, Writer



COPE Galway Services

1 Head Office

📍 Calbro House, Tuam Road, H91 XR97
☎ 091 77 87 50
✉ info@copegalway.ie

2 Charity Shop

📍 Saint Augustine Street, H91 FP4F
☎ 091 56 97 15
✉ shop@copegalway.ie

Domestic Abuse Service

3 Modh Eile House

☎ Office: 091 39 48 80
24/7 Helpline: 091 56 59 85
✉ modheile@copegalway.ie

Senior Support Service

4 Community Catering

📍 Unit 5 Ballybane Industrial Estate, H91 Y7R9
☎ 091 700 800
✉ communitycatering@copegalway.ie

4 Meals4Health Social Enterprise

📍 Unit 5, Ballybane Industrial Estate, Ballybane, H91 Y7R9
☎ 091 35 40 00
✉ info@meals4health.ie
🌐 www.meals4health.ie

Community Support Services

5 Sonas Drop-in Centre

📍 1/3 Walter Macken Flats, Mervue, H91 X5P6
☎ 091 75 34 02
✉ sonas@copegalway.ie

5 Befriending Programme

📍 1/3 Walter Macken Flats, Mervue, H91 X5P6
☎ 091 75 34 02
✉ sonas@copegalway.ie

6 The Bungalow – Mervue Community Hub

📍 Walter Macken Road, Mervue, H91 D25W
☎ 085 747 50 21
✉ seniorsupport@copegalway.ie

Homeless Service

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

📍 Fairgreen Road, H91 D6F2
☎ 091 56 88 18
✉ fairgreen@copegalway.ie

9 Osterley Lodge

📍 142 Lower Salthill Road, 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





COPE Galway

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