

# Annual Report 2024



**COPE Galway**

**60 YEARS** Improving Lives  
Strengthening Community



## MAKING A DIFFERENCE

Empowering  
People

Creating  
Change

Strengthening  
Communities



## Homeless Service | Domestic Abuse Service | Senior Support Service

COPE Galway is a local charity that has been improving lives and strengthening communities for 60 years. We provide essential social services in Galway, working with more than 3,000 people each year across our homeless, domestic abuse and senior support services.

We lead the way in good governance and volunteer experience and are the first charity in the west of Ireland to be fully trained in Trauma Informed Practice.

COPE Galway is deeply woven into the fabric of the Galway community. Our work is built on a foundation of community spirit and the belief that together, we can make a positive difference for people during challenging times in their lives.

In 2024 COPE Galway  
made a difference for

**3,184**  
**people**

in our community

Behind every number  
lies a **person...**

**a child, a teenager,  
an adult**

...each with their own  
unique **story, hopes**  
and **dreams.**



## HOMELESS SERVICE

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



351

Children/  
Dependents



986

Adults

1,337  
people



164

Family  
Households



748

Single  
Person  
Households

## OUR PEOPLE

Our People are the driving force behind everything we do to deliver wide-ranging services to the people of Galway and make a real impact in the community.

450  
people

at the end of  
2024



187

Staff



10

Community  
Employment  
Participants



253

Volunteers  
for 30+ roles

## DOMESTIC ABUSE SERVICE

Supports and empowers women, children and young people who are subjected to domestic abuse.

We were  
unable to  
accommodate

102 with 75  
women children  
due to being at  
full capacity

86

women  
with

75 children/  
young people  
availed of  
safe refuge



277

women  
attended 1,519  
outreach  
appointments

669

women

837

women  
& children

168

children/  
young  
people



112

women  
visited our  
drop-in service



194

women availed  
of 214 court  
appointments



93

additional children/  
young people  
referred to our Solas Óg Children  
and Young People's service

## SENIOR SUPPORT SERVICE

Supports older people to live healthy, independent and connected lives in their homes and communities.



98,954

meals produced  
and delivered to  
726 individuals



284

people availed  
of our community  
activities and  
supports

1,010

older  
people



216

volunteer  
befriending visits  
to 20 individuals

2,227

people most at risk  
of food poverty  
supported via the  
European Social Fund  
Plus Programme





Fáilte chuig ár  
dTuarascáil Bhliantúil  
2024

# Welcome to our 2024 Annual Report

## Contents

A message from our CEO and Chair	5
Strategy 2020 – 2025	6
Homeless Service	20
Domestic Abuse Service	32
Senior Support Service	44
Volunteering	56
Fundraising, Grants and Retail	60
Finance and Governance	70
Directors' Report and Financial Statements	78
Services Map	106





# Improving Lives and Strengthening Community

In 2024, COPE Galway prepared to mark 60 years of service to our community – six decades of compassion, solidarity, and determination to stand alongside people who face some of life's most difficult challenges. This milestone offers a moment to reflect on the significant legacy of our organisation and is a catalyst for shaping the next chapter of our strategy and impact. From here, we look forward with clarity and ambition to a future where members of our society are supported through sustainable, high-quality, person-centred services at their most vulnerable moments.

2024 was another year where demand for our services grew in both scale and complexity. The persistence of a housing and homelessness crisis, the prevalence of domestic abuse, and the increasing isolation experienced by many older people highlight the urgent need for cohesive, well-resourced, and coordinated responses.

These ongoing challenges are a stark reminder of the inequalities that persist in our society. Yet within this reality, we also witness the extraordinary resilience of our clients every day, the courage it takes to reach out for support, and the hope that emerges when people are met with dignity, respect, and compassion.

At the heart of our ability to respond are *Our People* – the staff, volunteers, board, and supporters who sustain COPE Galway with skill, professionalism, generosity, and a steadfast commitment to social justice. To our staff team of almost 200 dedicated professionals, we extend our deepest appreciation for your innovation, adaptability, and courage in meeting each client where they are, and for striving always to deliver person-centred, trauma informed services in ways that respect the dignity and autonomy of every person we serve.

To our 250 plus volunteers and to our wider circle of supporters, funders, and community partners, we are equally indebted. Your contribution reflects the true spirit of Galway – a community that steps forward to care for its own. Working together, we made a difference for 3,184 people in our community in 2024.

This year has also seen progress on sectoral issues that have long undermined the sustainability of organisations such as ours.

The advancement of pay parity measures for Section 10, 39, 40 and 56 funded organisations represents an important acknowledgement of the role our workforce plays within Ireland's hybrid health and social care system. However, without a sustainable funding model that reflects the true cost of delivering essential services, this progress risks being undermined. Continued action in this area, alongside strategic investment in workforce development, is critical to ensuring that the community and voluntary sector remains a viable and equal partner in delivering public services on behalf of the State.

As we look forward, our priorities are clear. We will continue to strengthen our organisational capacity, invest in our people and systems, and embed approaches that are preventative, trauma informed and client-focused. We remain committed to collaborating with statutory partners, local agencies, and our community to ensure that services are integrated, sustainable, and effective.

Most importantly, we will continue to tackle root causes and advocate for systemic change so that the rights to housing, safety, protection from violence, and social participation are fully realised for the people whose voices are too often left unheard.

As we move towards our 60th anniversary year and into our next chapter, our vision endures – for a community where every person is valued, cared for, and supported at every stage of life. With your continued support, and guided by the lessons of our first 60 years, we step confidently into the future, determined to meet the challenges ahead in building a more just, compassionate, and connected society.

Le meas agus buíochas,



*Padraic Timon*

**PADRAIC TIMON**  
Chairperson



*Michael Smyth*

**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.

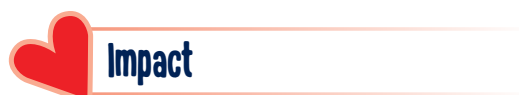
## Our Mission

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

## Our Values



## Strategic Priorities 2020–2025





# Strategy 2020-2025

COPE Galway’s current Strategic Plan is built around six core priorities that guide our efforts to deliver meaningful impact across our services. A Strategic Implementation Framework acts as a roadmap to align our vision and mission with measurable outcomes. This framework outlines clear short-, medium-, and long-term objectives, with associated key performance indicators (KPIs) and milestones to help us measure success.

Objectives are cascaded into four areas – organisational deliverables and the three service specific deliverables, across our Homeless, Domestic Abuse and Senior Support Services.

The CEO, supported by the Senior Leadership Team and overseen by the Board of Directors, is

responsible for driving implementation, tracking progress, and managing risks. The framework is reviewed regularly to ensure responsiveness to emerging needs and external changes.

Progress updates, key achievements, and milestones for 2024 are presented on pages 10-11.

## Strategic Priorities



### Responsiveness

Maintain 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 12).



### 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 wellbeing and development of 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 2024

As we enter the final year of our 2020-2025 Strategic Plan, we reflect on a year marked by meaningful progress and mounting challenges. While we have advanced significantly towards our strategic objectives, each of our core service areas is under intense strain.

We are operating in an increasingly difficult context marked by record homelessness, persistent domestic abuse, and the progressively complex needs of Ireland's growing ageing population. These pressures are exacerbated by growing social division, economic uncertainty, and geopolitical instability – all are deepening demand for our services.

As we near the conclusion of this strategic cycle, however, we reflect on a transformative organisational journey marked by resilience, innovation, and a deep commitment to supporting the most vulnerable in our community.

We saw notable gains in 2024. **Trauma informed practices** introduced earlier in this strategy are now fully embedded in our culture, shaping how we work with clients and supporting one another. You can read more about this in the spotlight feature on page 14.

We improved our ability to **attract and retain talent** – a long-term critical risk – through targeted recruitment, engagement and wellbeing initiatives, and enhanced training capacity. In high-needs, crisis-driven environments, these efforts stabilised our workforce and supported the delivery of agile, responsive and person-centred services.

We strengthened our digital infrastructure and data systems, introduced standardised strategic engagement opportunities across teams, and extended our reach in preventative education – particularly through post-primary school programmes focused on healthy relationships.

Our progress has been driven by the dedication of our **staff and volunteers**, whose resilience and commitment enabled us to meet most of our strategic goals to date.

Approaching the end of this strategic period, we remain focused on:

- Increasing service capacity and responsiveness
- Designing innovative, effective programmes that empower our staff and volunteers to better support our clients.
- Making informed, values-led decisions that reduce risk and create opportunity
- Demonstrating and measuring the impact of our work
- Advocating for systemic change at local, regional, and national levels

Throughout 2024 – the penultimate year of our 2020 -2025 strategy – our vision remained unchanged: a community where every person is valued, cared for, and supported at every stage of life. This vision continues to guide our work as we prepare to shape the next chapter in COPE Galway's future, one where we embed systemic change that is rooted in the strengths of our people and our community.

# Framework of Achievement 2024

Progress on key strategic objectives and against key performance indicators (KPIs) in 2024.



## Our People

In order to reinforce the ethos of COPE Galway as **one whole organisation**, we focused on cross-departmental training and continued to highlight how sharing learnings, systems, and innovations across our three services adds to organisational cohesion, benefitting our clients most.

We maintained focus on **recruitment, retention, and wellbeing**. We continued to invest in reflective practice, reduced working hours, and in additional leave to support staff delivering trauma-facing work. Learning and development remained a priority, with cross-functional training and leadership development strengthening internal capacity.

Retention and recruitment stabilised, with **turnover rates of less than 5%** and vacancy rates at their lowest point since the inception of the strategy.

We held our first all-staff meeting called **'The Gathering'**. Staff satisfaction and engagement showed an upward trend throughout the year.

We introduced trauma informed supervision to managers and trauma informed champions to support our **co-design approach** for roll-out in early 2025.

2024 saw marked progression of pathways for staff – internal promotions data indicates our **investment in professional growth** is yielding positive results.

Our **volunteer programme** scaled to its largest ever intake to support the opening of our second charity shop, **COPE Galway Limited Edition**.

Ten employees trained in **Facilitation**, which expanded our internal trainers pool. This helps sustain our internal training programmes and builds an internal learning ecosystem.

*You can read more detail about many of these milestones throughout this annual report.*



## Advocacy

We deepened our **engagement with national policy processes** through contributions to the development of CUAN\*, participation in key stakeholder forums, and direct engagement with ministers, gardaí, and public agencies.

We appointed COPE Galway's first full-time **Advocacy and Engagement Manager** and began developing an organisational advocacy strategy.

We **amplified the voices of our clients** in shaping services and challenging stigma with high-profile contributions to national debates on domestic abuse, homelessness and positive ageing.

At CEO level we participated in national conversations around how funding agencies engage with our sector through the **Health Dialogue Forum** and in national plenaries to establish the industry's new **'Partnership Principles'**.

We developed and funded staff opportunities to **engage in third level research** relating to their area of interest in COPE Galway.

We re-established a practice of **academic linkages**, to include research and writing partnerships with both University of Galway and Atlantic Technology University.

We continued to advocate for **systemic change in policy development and resource allocation** at local, regional, and national levels with success in the October 2024 ruling by the Workplace Relations Commission between the sector and Government around pay parity.

We introduced an advocacy training workshop to support staff to advocate for clients and become advocate role models within the service.

\* CUAN is the national Domestic, Sexual and Gender-based Violence (DSGBV) agency.

Key  
Strategic  
Milestones





## Prevention and Early Engagement

We expanded our prevention initiatives, particularly in **youth engagement and education**. Our Healthy Relationships Educational Programme reached additional schools across Galway, equipping young people with tools to build safe, respectful relationships and challenge harmful norms early.

We worked with **older people** in our communities to support **early-stage intervention** in areas such as mobility, cognitive engagement and new skills for a changing world e.g. cyber-security.

We made strong representations to state funders to support continued investment in **child and youth focused preventative work** such as our Solas Óg project for children affected by domestic abuse and our Helping Kids First programme for children affected by homelessness.

We began developing the **COPE Galway Zero Tolerance to Domestic Abuse Strategy**, working with key partners including corporate, statutory and community agencies towards Galway being a safe place for women and children.

**Internal training and development activities**, along with **expanded volunteer programmes**, are increasingly focused on capacity building – supporting early intervention, engagement, and prevention.

We rolled out a **pre-retirement programme** to staff in local businesses based on a pilot programme developed by Senior Support Services.



## Sustainable Funding Model

In 2024, we continued our strategic work to secure funding that matches the scale and complexity of the needs we respond to.

We achieved our **reserves targets** a few years ahead of schedule, strengthening our financial stability, providing a buffer against economic uncertainties and enabling greater flexibility for strategic investments. This early success also frees up resources for growth initiatives and enhances operational resilience and competitiveness.

We successfully advocated for incremental increases in **core state funding** to close service delivery gaps.

We were more successful than ever before in the areas of **grant funding and philanthropy** which helped us secure a more diversified funding base, including retail income from our new charity shop.



## Responsiveness

We made significant progress embedding a **trauma informed culture** across our three services in 2024. Staff, volunteers and clients report a deeper sense of trust, empowerment and emotional safety – a testament to the impact of our long-term commitment.

Our teams adapted to **increasing demand and complexity** with innovation and compassion. We responded to the needs of new communities. We extended outreach efforts, deepened collaborative models, and ensured that our services remained person-centred and trauma aware.

We began implementing recommended changes in our Homeless Service from the **structural review** conducted in 2023.

Several key service developments to increase **physical and psychological safety** now support health and safety in structural environments across all locations.

We advanced our **digital transformation** by improving access to hardware and software and by migrating key systems – Human Resources, Recruitment, Finance, and Operations – to the cloud. We also created **new work spaces** to enhance staff capability, and service agility – strengthening organisational efficiency, resilience and scalability.



## Impact

Our focus remains on measurable outcomes, transparent reporting, and advocating for systems that support long-term change.

2024 saw significant progress in the adoption of **Trauma Informed Practice**, developing client assessment frameworks and embedding structures and systems to facilitate measuring outcomes throughout our client group. A staff survey revealed tangible, positive impacts for clients and staff across the organisation.

As an organisation spanning three core service areas and core business functions, we focused on **building greater unity**, expanding cross-team learning; developing shared language to describe our work and aligning our teams around a common purpose.

Cross-team workshops and meetings helped embed a **culture of reflective practice** across the organisation. This supports ongoing development by strengthening professional skills, self-awareness, and personal growth – ultimately helping us achieve a positive impact on the lives of the people we work with.

# Looking Forward

As we prepare to conclude our current strategic cycle, we are focused on sustaining momentum while shaping what comes next. The final year of this strategy marks a pivotal transition – from delivering on legacy goals to laying the foundations for the future.

In 2024, we began planning our **2026-2028 strategy**. This process will be inclusive, rooted in evidence, and shaped by the voices of the people we serve, as well as by staff, volunteers, partners, and funders. Our aim is to build systems and services that are grounded in people’s lived experiences and aspirations and in the strength of our community.

Looking ahead, we remain alert to the evolving social and policy landscape: from the growing need for integrated supports for older people, to competitive commissioning of community and voluntary services and financial constraints impacting sustainability. Navigating these changes will demand adaptability, clarity of purpose and continued collaboration.



Our priority in 2025 is clear: to sustain the momentum we have built, to deliver on outstanding strategic objectives, and to prepare COPE Galway for the next chapter with intention and care.

We step into the year with confidence in our people, clarity in our mission, and a steadfast belief in the collective power of compassion, effort, and community to drive meaningful change.

## COPE Galway Approach

Everything we do is guided by the COPE Galway Approach, which recognises that each person can make positive differences in their own lives. This approach helps 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:



**Strong Human Relationships** Understand Respect Respond Learning Organisation Without Judgement  
With Hope Empowering People Self-Determining Persevering High Standards of Quality



## Supporting Growth and Development

At the heart of COPE Galway's work is a strong focus on Our People – ensuring staff feel empowered, capable, and fully supported to succeed in their roles. By supporting continuous professional development, we reinforce our commitment to individual growth and service excellence.

### Courageous Leadership Programme

In 2024, COPE Galway initiated the development of a new **Courageous Leadership Programme** as part of our strategic priority for Our People. Recognising that leadership development must reflect our trauma informed strategy and organisational values, we set out to design something bespoke to COPE Galway – a programme that speaks to who we are and how we lead.

To achieve this, we partnered with Big Picture Consultancy to co-design a two-year Courageous Leadership Programme for all managers and leaders.

The intended aim is to cultivate leadership grounded in emotional intelligence, courage, and belonging - creating psychologically safe, inclusive environments where our teams can thrive.

Rooted in trauma informed and emotionally intelligent practices, this exciting and innovative programme integrates elements of polyvagal theory and action learning. It offers participants space to reflect, collaborate on real-world challenges, and apply learning directly to their work – with peer support and accountability built in throughout.

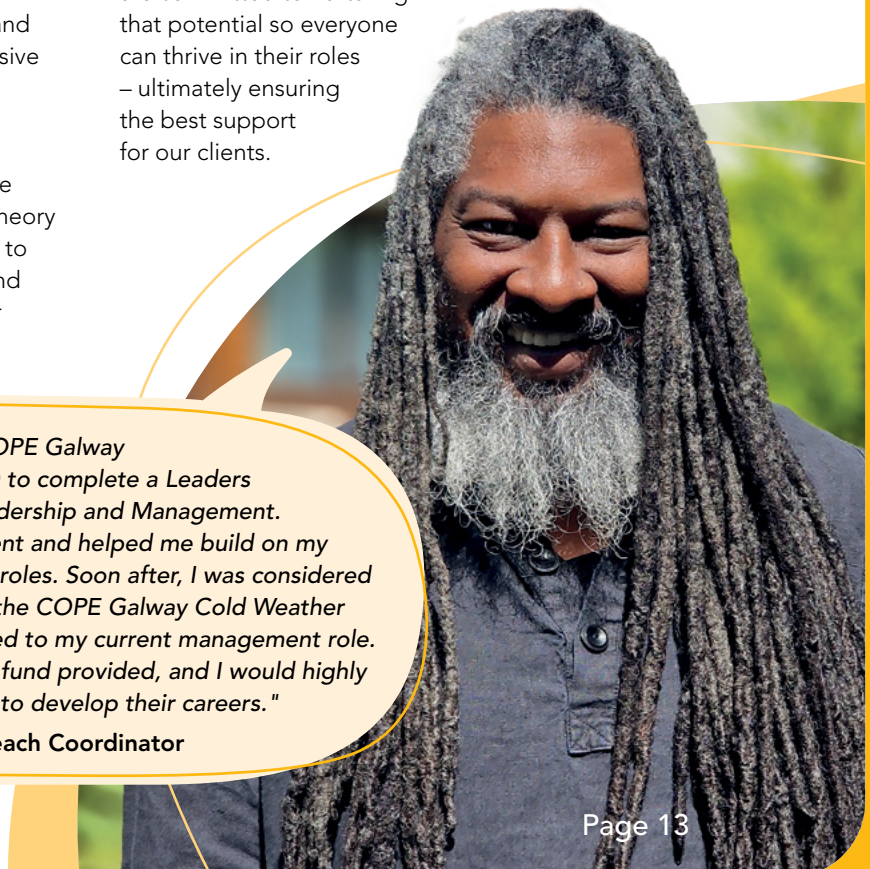
Rollout will begin in 2025, and we look forward to seeing how this innovative, reflective model helps embed leadership practices that truly support our people – and the clients we serve.

### Supplementary Training Fund

Our Supplementary Training Fund plays a vital role in delivering on Our People strategic priorities. It is designed to support our employees in advancing their professional development and deepening their expertise in their chosen fields. Developing our people from within the organisation remains a key priority. We are proud to have such rich talent and skill amongst our teams and are committed to nurturing that potential so everyone can thrive in their roles – ultimately ensuring the best support for our clients.

*"In May 2024, I accessed the COPE Galway Supplemental Training Fund (2024/2025) to complete a Leaders for Change Certificate in Non-Profit Leadership and Management. This supported my professional development and helped me build on my understanding of, and support for, leadership roles. Soon after, I was considered for my first management position, leading the COPE Galway Cold Weather Response in 2024/2025, the experience has led to my current management role. I'm still very grateful for the opportunity the fund provided, and I would highly recommend it to colleagues looking to develop their careers."*

**Martin Naarendorp, Outreach Coordinator**







## A Trauma Informed Organisation

Throughout 2024, COPE Galway continued to work intensively towards becoming a Trauma Informed Organisation.

**Trauma Informed Practice (TIP)** is an established, evidence-based framework for working with individuals who have experienced trauma. It begins with the understanding that trauma is a universal part of the human experience – and that people accessing our services often face this at higher rates than the wider population.

TIP helps us recognise the impact of trauma on the brain and how this can influence behaviours and emotional responses. By raising awareness of these effects, TIP equips us to identify signs of trauma and to respond in ways that minimise triggering or retraumatising people.

The TIP approach also focuses on organisational culture. It promotes psychologically safe environments for everyone – clients, volunteers, and staff – by encouraging thoughtful, respectful interactions. It also encourages staff to reflect on their own responses and to consider how personal and collective wellbeing is supported across the organisation. In doing so, TIP helps create the conditions for teams to deliver safe, high-quality services to the people who need them most.



## Embedding the Trauma Informed Approach – Our People

Where much of the focus in 2022-2023 was on our work with clients, 2024 saw a more in-depth consideration of the need to support our teams at COPE Galway in a trauma informed manner. This involved supporting staff wellbeing at work and enabling a Trauma Informed Approach to our work with clients and with one another.

We delivered an advanced master class, *Trauma Informed Practice Under Pressure*. Sixty staff participated in this workshop which was focussed on developing techniques to create *calm, focus and presence* – three essential elements in supporting clients to feel safe in challenging circumstances. Derek McDonnell, the facilitator, encouraged self-reflection and increased staff awareness of our own stress reactions and how they might impact on ourselves and on others around us, and how that impacts our ability to remain trauma informed. The training was especially beneficial for those exposed to high stress situations. Practical regulation techniques can be applied both in work situations and outside of work.

## Trauma Informed Supervision

In response to staff feedback that our existing staff supervision process was not fit-for-purpose, the development of a new bespoke Trauma Informed Supervision process commenced with Quality Matters, our implementation partners for Trauma Informed Practice. Staff consultation with surveys on supervision fed into the process. Surveyed staff identified the most important goals of supervision as being to:

- Discuss how to apply TIP to work situations
- Discuss what's going well for me at work and what I am learning
- Be able to share my mistakes and learn from them
- Set and manage personal work goals
- Reflect on my reactions to others' behaviours (my triggers)

Two workshops took place in February with a representative group from across all COPE Galway sites. These examined the challenges in current practice and considered potential solutions.



Following this, a new policy and process was drafted. This includes staff tools for measuring stress levels (all staff) and monitoring Secondary Traumatic Stress (frontline staff and those exposed to client trauma). Staff are encouraged to regularly utilise these tools. Changes in score may indicate a need for increased self-care as well as a higher level of organisational support.

COPE Galway offers a suite of staff supports alongside this process including an Employee Assistance Programme (EAP) and counselling, recognising the emotional impact of working with people who have experienced a disproportionately high amount of trauma in their lives.

The hope is that in regularly monitoring our stress levels, concerning trends will be caught early and it will serve as a preventative piece for secondary traumatic stress and burnout, and a responsive piece for ensuring adequate individual and organisational strategies are in place to respond where these do occur, to support wellbeing and recovery.

Workshops commenced in September to equip supervisors to work from this new approach. The new process will be rolled out in 2025. Service user-led audits against a set of trauma informed standards will also commence in 2025 as COPE Galway continues its journey to become a Trauma Informed Organisation.





## Spotlight

# Advocacy, Engagement and Awareness

Every day, our staff advocate for the people we support, challenging barriers that prevent access to basic rights and entitlements. COPE Galway also advocates for systems that support long-term, positive change. We seek local and national legislative and policy change to tackle the structural issues that undermine people's quality of life and that lead them to coming to our services for support.

We continue to raise public awareness of the root causes behind the challenges our clients face, using strategic communications at local, regional, and national levels. We engage with media, public representatives, and policymakers to highlight the issues affecting the people we support. This includes attending forums, participating in consultations and focus groups, leading and contributing to coalition advocacy, and writing submissions.

***COPE Galway is especially grateful to all local broadcast, print, and online media for their support in raising awareness about these important issues and challenges.***



The following gives a flavour of some of our 2024 advocacy, awareness and engagement work, with further detail in the Framework of Achievement [pages 10-11] and in each service section of this report.

## General Election 2024 – Use Your Voice!

In advance of General Election 2024, COPE Galway developed and distributed a briefing, calling on candidates to prioritise urgent actions on homelessness, domestic abuse, and supports for older people. We encouraged our supporters to 'Use Your Voice' and urge local candidates to commit to addressing the daily challenges faced by the families and individuals we work with. We distributed a pre-election information leaflet to all COPE Galway service locations, to staff, volunteers, clients and supporters, including local student unions. We also supported staff and clients by producing a poster and a step-by-step voter registration guide.





## Irish Homeless Policy Group – 'Coalition Advocacy'

COPE Galway is committed to ensuring housing and homelessness policies remain a top priority for the next Government. Leading on a 'coalition advocacy' model, our work as members of the **Irish Homeless Policy Group** throughout 2024 resulted in a joint submission to Government, '**10 key actions on homelessness for Government**'. The actions emphasised the urgent need for policies that will prevent homelessness, reduce its impact, address the costs of emergency measures and create exit pathways for individuals and families. These key actions would ultimately be incorporated into the new Programme for Government early in 2025.

## Annual Report Launch

We launched last year's annual report with a panel discussion event in 2024, where the Heads of each of our homeless, domestic abuse and senior support services engaged in a lively discussion on how the issues affecting the people we work with are really affecting basic human rights.

We also heard how, despite the need to meet a 16% increase in demand for services, each service continued to provide person-centred, trauma informed support throughout the year.

Dr Sharon Lambert, leading psychologist and expert in trauma, was warmly welcomed as keynote speaker for the launch. Dr Lambert shared insights into the impact of trauma and how it connects to homelessness, substance abuse and mental health.

*"There is a connection between safety and home. Having a home is not only about having shelter, but also about having a stable base, a safe place to be, somewhere affordable, accessible. Without having that stable base, people cannot thrive in life."*

**Sinead Carey,**  
Head of COPE Galway  
Homeless Service.

*"Sustainable funding is crucial to attract and retain staff so we can continue delivering the high-quality services our community deserves."*

**Martin O'Connor,**  
Assistant CEO  
speaking at COPE Galway  
Annual Report Launch  
event in 2024.

*"Trauma affects both physical and mental health – COPE Galway's focus on trauma informed design is crucial to reaching the most marginalised."*

**Dr Sharon Lambert,**  
Keynote Speaker  
COPE Galway Annual Report  
Launch event in 2024.

## COPE Galway Pre-budget Submission

We urged Government in Budget 2025 to tackle social disadvantage and to 'shift the dial' on inequality. In a pre-budget submission detailing specific challenges across all COPE Galway services, and the remedial actions required, we called for targeted measures to deliver real change in addressing the root causes of poverty and inequality faced by so many in our community. While Budget 2025 contained some welcome measures, we will continue to call for more support for people experiencing economic and social disadvantage.

*"Housing, safety and financial security are basic human rights. Government must ensure that Budget 2025 includes targeted funding to guarantee these essentials for everyone in our community."*

**Martin O'Connor,**  
COPE Galway Assistant CEO.



COPE Galway representatives are pictured (L-R) at the 2023 Annual Report Launch: Sinead Carey, Head of Homeless Service; Martin O'Connor, Assistant CEO; Jacquie Horan (former) Head of Senior Support Service; Ailbhe Creane (Facilitator), Social Care Worker, COPE Galway Domestic Abuse Service; Gillian McNamee, Head of Domestic Abuse Service.

# Sustainable Development Goals

The Sustainable Development Goals provide a shared global framework to end poverty, protect the planet, and promote peace, equality, and wellbeing for all by 2030. At COPE Galway, we continue to align our work with these goals, recognising the unique and powerful role that the community and voluntary sector plays in advancing them locally.

By working with Government, partners and supporters to address the issues of homelessness and domestic abuse and in supporting healthy ageing, COPE Galway is contributing to the sustainable development agenda to transform our world. The graphic opposite outlines how COPE Galway’s work contributes to achieving the Sustainable Development Goals (SDGs).

## Progress in 2024

In 2024, we took important steps to deepen and embed our commitment to the SDGs:

SDG alignment has been incorporated into strategic decision-making, including our staff training priorities, procurement practices, and outcome reporting frameworks.

We began tracking impact indicators, such as:

- Over 98,954 healthy meals delivered through Meals4Health (SDG 2).
- 168 clients supported with wellbeing-focused interventions across services (SDG 3).
- 100% gender pay parity achieved for roles benchmarked against public sector and community and voluntary sector equivalents (SDG 5, 8).
- 87 people supported into community-based housing from emergency accommodation (SDG 11).

We have introduced small but meaningful environmental initiatives, including:

- Enhanced food rescue and redistribution to reduce waste (SDG 12).
- Retrofitting one of our community houses and facilities for energy efficiency (SDG 13).
- Committing to reduced single-use plastics and improved recycling in kitchens and offices.

In 2024, our focus on client voice deepened, with new co-production initiatives in our Homeless, Domestic Abuse and Senior Support services. These ensure that the lived experience of our clients shapes the way we deliver services and advocate for systemic change – closely aligning with the SDGs’ core principle of ‘Leave No One Behind’.

In supporting the people of Galway that need us most, we continually strive to ensure a sustainable future for our clients, employees and volunteers. This is the essence of the 2030 Agenda for Sustainable Development.

## Looking Ahead

As we move toward 2025 and the final years of the global 2030 agenda, COPE Galway remains committed to being a local champion for the SDGs. We will continue to integrate sustainability, inclusion, and justice into our daily work - not just through the services we deliver, but through the way we lead, learn, and collaborate.

## Sustainable Development Goals

		Homeless Service	Domestic Abuse Service	Senior Support Service
SDG 1	No Poverty	✓	✓	✓
SDG 2	Zero Hunger	✓	✓	✓
SDG 3	Good Health & Wellbeing	✓	✓	✓
SDG 4	Quality Education	✓	✓	✓
SDG 5	Gender Equality	✓	✓	✓
SDG 8	Decent Work and Economic Growth	✓	✓	✓
SDG 10	Reduced Inequalities	✓	✓	✓
SDG 11	Sustainable Cities and Communities	✓	✓	✓
SDG 16	Peace, Justice and Strong Institutions	✓	✓	✓
SDG 17	Partnerships for the Goals	✓	✓	✓



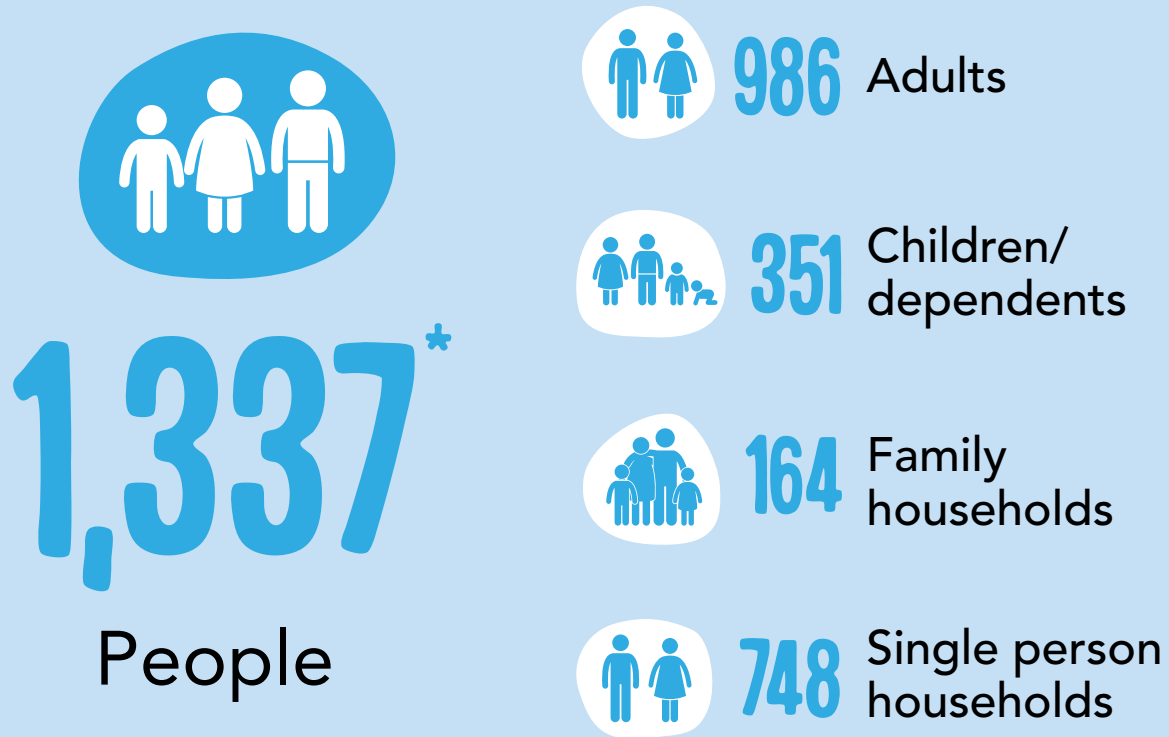
# Homeless Service

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





# In 2024 COPE Galway supported:



## Our Services

- Fairgreen Hostel
- Families Service
- Cold Weather Response
- Severe Weather Response
- Osterley Lodge
- Day Centre
- Corrib Haven Family Hub
- Resettlement Services
- Housing First (Joint Project)
- Housing Led for Families (Pilot Project)
- Helping Kids First (Grant-aided Project)

\* total number represents unique clients.



Alina, her husband and their five children spent three years in Private Emergency Accommodation in Galway before they were offered a permanent home. Here, she tells her story.

Alina, an Irish woman, and her family were based overseas. When war broke out in that country, the situation was so unsafe that the Irish embassy advised her to come home to Ireland. Although the family were grateful to be safely home, they could not secure accommodation and found themselves in an overcrowded situation with Alina's sister.

Alina recalls,

We tried to look everywhere in Galway, but there was nothing. Landlords needed references and we didn't have these, having lived abroad. So we spent a few months with my sister and family - four adults and several kids, one with additional needs, all in a two bedroomed flat.

It came to the point where they could no longer stay at the apartment. Alina's sister came across COPE Galway online and encouraged her to get in touch, which she did.

I remember we were sitting in the city centre late at night with nowhere to go. It felt hopeless. I rang the number. I was so nervous, but the lady who took my call was so friendly and reassuring.

"She redirected me to Galway City Council, and once I had completed the paperwork, we were then placed in emergency accommodation by COPE Galway. We were just relieved to have a roof over our head for the night."

However, life in a B&B room came with its own set of challenges.



"There were seven of us in one room at one point. People can't imagine how awful that is. You can't have your friends over, and you don't have space for your family."

Here, not having full access to a kitchen meant Alina, a passionate cook who enjoys preparing meals for her family, had to draw from her creativity.

"You have to learn; think outside the box. I began preparing meals for the children using an air fryer. I'd watch tutorials online."

Over the next three years, Alina and her family moved between seven different emergency placements. In one especially difficult placement, she was heavily pregnant looking after her family in a bed and breakfast:

**My husband was working, so I was navigating everything alone. I was scared to ask for help, but when I did, the team at COPE Galway would always look for a solution and support me.**

Alina's resilience and determination to create a better future for her family remained strong, and her keyworker supported her at every step, helping with housing applications and providing emotional support.

Alina recalls the day things began to look up:

**I clearly remember my keyworker telling me I had some post waiting. She asked if I wanted to open it in the office. It was a yellow letter – I didn't know what it meant, but the staff got excited. They said it was a good sign, the first step in being assessed for a housing allocation. After that, the offer came in quickly.**

Alina then navigated the final steps towards her new home.

"The housing system is complex, with lots of administration. Lorna, my keyworker guided me through it all. I was in total shock about the housing offer, and it was important to act quickly. I don't know how I would have managed without her."

Alina and her family are finally settled now. Their new home has brought not just stability, but the chance to enjoy everyday moments, like sharing meals at the table. Here, Alina can cook freely and take comfort in the simple routines of home life.

"There are no more curfews or shared kitchens with strangers. The children can have friends over. We have our own space and our own routine. In the B&B, I couldn't leave my eldest daughter alone – that wasn't allowed. In our new home, she's starting to feel more like a teenager, with her own space and independence. Now we create our own routines and decisions. It makes such a difference."

The sense of home is something Alina cherishes. She reflects on her extended family visiting for the first time:

"We made traditional sweets and cooked a big meal. We were together as a whole family. It was the first time we had been able to do this."

**The kids have their space now, and we don't have to worry about bothering anyone. The neighbours are kind and the kids can be themselves. It's not ideal in every way, but it's a home and that means so much.**

In telling her story, Alina wants any family facing homelessness to know that taking that first step can make all the difference.

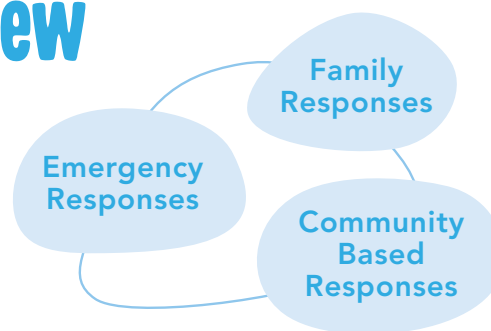
"I was worried to ask for help. I'm a shy person. It was hard to speak up.

"I want to tell others - don't hold back. There are people who will do their best for you. You don't have to go through it alone."

*\*Name and some details changed to protect privacy.*

# Homeless Service Overview

COPE Galway offers a variety of residential and non-residential supports to people who are homeless or at risk of homelessness. We have three main areas of service delivery, as outlined below.



## Emergency Responses

**COPE Galway Fairgreen Hostel** is a 26-bed Supported Temporary Accommodation (STA) facility for men. **COPE Galway Osterley House** is a 12 bed STA facility for women. These services assign each person who avails of them an onsite keyworker who works with them to identify their individual holistic needs and to support them to identify and progress pathways out of homelessness. Fairgreen Hostel and Osterley Lodge are longstanding services in Galway and work collaboratively from an interagency approach to achieve positive outcomes for those they serve.

**COPE Galway Day Centre** provides a range of services for people who are experiencing homelessness in Galway including:

- Referral to and placement in emergency accommodation
- Housing information
- Support in accessing welfare and health services
- Access to food and refreshments, showering facilities, laundry and clothes exchange
- Access to bedding for rough sleepers
- Facilitation of in-house medical clinics
- Street Outreach 4 evenings and 4 mornings per week
- Support to single people and couples in Private Emergency Accommodation (PEA)

**Cold Weather Response** is a seasonal response, operated by COPE Galway during the inclement cold weather months of the year. This service aims to reduce the risks of harm associated with rough sleeping in cold weather, including the risk of death due to hypothermia, through the provision of temporary supported accommodation. The service also acts as a referral point to housing and health supports to help to identify solutions to homelessness and to improve outcomes for and with clients.

**Severe Weather Response** is an additional response to severe weather events such as red weather warnings and prolonged periods of freezing temperatures. It aims to offer shelter during the event to all who are sleeping rough in Galway.

## Community Based Responses

**COPE Galway Resettlement Services** work with clients across two strands of service delivery:

- Houses in scatter-site **Community Based Housing** across Galway city, including **Bridge House**, our Towards Independence Project
- People receiving **tenancy sustainment support** across Galway city and county

**Community Based Housing** is a housing-led approach to homelessness. Shared accommodation is a solution to the current shortage of appropriate and affordable one-bed units for single people and provides an exit from homelessness. Our work is focused on providing dedicated move-on support to all community based housing clients to ensure reintegration into the community as well as throughput through the service.

**Tenancy sustainment support** is provided to people who have exited homeless services. The central and primary focus of this work is to support people who have exited homelessness to reintegrate into the community and to sustain their social housing and Housing Assistance Payments (HAP) tenancies to break their cycle of homelessness.

**Housing First** is jointly delivered in the West Region by COPE Galway and Galway Simon. As part of a joint Intensive Case Management Service, a 'Housing First' approach – where a person's housing need is met, and wraparound supports are put in place to support the sustainment of their new home – is provided to individuals who are long-term homeless and experiencing significant, severe and complex mental health issues across the region.



## Family Responses

COPE Galway Family Services work with and support families who are homeless or at risk of homelessness. We provide and place families in emergency accommodation. This includes private emergency accommodation such as B&Bs and hotels, own-door self-contained units and a separately run Family Hub. We also offer homeless prevention interventions, resettlement and tenancy support. We provide information and referral to mainstream services, and assistance in securing long term housing.

This work is encapsulated under four headings:

**Prevention** – early identification and intervention for families at risk of becoming homeless

**Emergency Accommodation and Support** – assessments and arranging of appropriate emergency accommodation placement

**Resettlement** – supporting families to exit homelessness and supporting them in taking up a tenancy and re-establishing a home

**Tenancy Support** – providing on-going support to families to sustain their tenancies

**COPE Galway Corrib Haven Family Hub** is an emergency accommodation facility for 10 single-parent families experiencing homelessness. Corrib Haven provides intensive key working supports focused especially on housing to assist with a successful exit from homelessness.

**COPE Galway Housing Led for Families** is a pilot project working to intensively support families with medium-to-high support needs to exit homelessness and to sustain their new homes in Galway city and county. The project includes close collaboration with Galway City and County Councils and TUSLA.

At COPE Galway, we firmly believe in the power of our clients to effect positive change within their own lives and communities, and we support their individual voice, choice and agency. Our dedicated team works tirelessly to create individualised, innovative solutions for each person's unique situation, guided by evidence-based best practices. We embrace Trauma Informed Practice, strengths-based approaches, harm reduction, and rights-based service provision, fostering positive relationships that build trust and support healing and reintegration.

**COPE Galway Helping Kids First** is a grant aided project. A dedicated Child, Youth and Family Outreach Worker works in partnership with children and families in our Homeless Service. They co-design individualised child centred support plans based on the identified needs of each child. These plans focus on child-led actions that can be taken while the family is in our homeless service. The aim is to ensure that essential developmental goals – including nutrition, physical activity, learning and education – are met.

The worker also links teenagers to targeted support where required, recognising the unique challenges they face, particularly with regards to mental health, when living in homeless accommodation.

Parenting life skills development plans are created to help parents support their children. These cover topics such as healthy eating, regular routines, school attendance, managing challenging childhood behaviours and age-appropriate development games and activities. The worker liaises with families and organises summer camps and activities for children so that they are afforded the same social opportunities as their peers. This work compliments the work of the family's keyworker who primarily supports adult parents one-to-one.



# Homeless Service in 2024

## In 2024, Ireland remained in the grip of a housing crisis, with significant impact in Galway.

Demand for secure and affordable housing locally continued to outstrip supply. Winter saw an increase in severe weather events, eliciting responsiveness across our teams to ensure the safety of people sleeping rough. Families and individuals found themselves in challenging situations where sourcing appropriate accommodation was close to impossible. By end 2024, our Homeless Service had worked with 164 families (including 351 children/dependents) and 748 single person households.

High numbers of families and individuals remain in homeless situations in Galway due to a chronic shortage of affordable and appropriate housing. Children spending formative years in emergency accommodation is of huge concern. Our team observe negative impacts on their social development and well-being, and research corroborates this. Staff frequently report mental health concerns about our clients who are "stuck in services".

While our skilled team continues to build positive, professional and trauma informed relationships with clients and work hard to make their experience of

emergency accommodation as positive as it can be, we have a heightened awareness that it can never be the same as having a home of one's own.

Despite a marked improvement in recruitment and retention in 2024, the national staffing crisis continued to impact our Homeless Service. A shortage in qualified and skilled workers; disparity in pay between statutory and non-statutory agencies; and the challenge of sourcing housing for people wishing to relocate to Galway for work contributed to recruitment challenges at various points throughout the year.

Nevertheless, our incredible Homeless Service team continued to deliver and even enhance our full range of services to meet changing needs and increased demand. For example, we extended our community based housing and commenced a new Housing Led for Families pilot project to accommodate families with complex needs from Galway city and county.

Home is intrinsically linked with safety, belonging and identity – the impact of homelessness on a person is immeasurable. COPE Galway continues to advocate for additional housing, especially social housing for families, couples and individuals, to provide secure homes, map routes out of current homelessness and prevent future homelessness.



# Responding to Challenges in 2024

## Responsiveness

### Housing Led Pilot Project for Families

In Summer 2024, COPE Galway commenced a new Housing Led Pilot Project for Families in Galway city and county. This project provides opportunities for families with medium-to-high complex needs to be housed in the community with a full suite of supports uniquely tailored to their needs. It is an innovative response to entrenchment in services and involves a high level of collaboration with the local authorities and TUSLA and interagency work to support each family to sustain their new home and thrive there.

The project provides:

- Reach across Galway city, Tuam and Athenry
- Regular visits to each family
- Responsiveness to emergency situations

Accompaniment to meetings and appointments (including welfare, health, social work and education), where required

Keyworking and care planning including psychosocial support and capacity building towards long-term independent living

Lifeskills and household management support

Telephone support, advice and information

Record keeping and other administrative tasks

Our dedicated project team includes a keyworker and support worker, who work with the family using a Trauma Informed Approach. Our Property Department also provides a high level of support to the project. The pilot will continue throughout 2025, and our hope is that this innovative, enhanced service will become a part of the suite of Homeless Services COPE Galway delivers into the future.

## Impact

### Day Centre and Severe Weather Response

In 2024, daily presentations to COPE Galway's Day Centre continued to be in the region of **30-50 individuals**, with our Street Outreach team meeting up to **25 people** sleeping rough in Galway city at peak periods.

Concerns in relation to the safety and welfare of people who are sleeping rough increase substantially in winter due to the health risks associated with being without adequate shelter during inclement weather. Concerns heighten further during severe weather events when there are red weather warnings in place and/or sustained periods of freezing temperatures of 0°Celsius or below. The impact of the work of COPE Galway Homeless Service is acutely felt during these times.

Throughout the year, we took a multipronged approach to severe weather events. It involved:

- Ensuring safe and continued delivery of all essential homeless services (and the safety of frontline workers in travelling to and from work)



Members of our  
Cold Weather Response Team

Collaborating with Galway City Council to provide an emergency Severe Weather Overnight Service, in addition to existing Supported Temporary Accommodation and Cold Weather Response beds, to ensure access to shelter for every person who is sleeping rough in Galway

Providing additional temporary beds at Fairgreen Hostel and Osterley Lodge – as and if required

Mapping rough sleepers in the city, increasing Street Outreach, offering night-by-night beds and assisting with transport if required

Disseminating safety advice to clients and putting measures in place to ensure adequate support in community-based services

This successful approach involved the participation of all of our Homeless Services teams, who ensured safe shelter was available to all during Severe Weather Events.



## Prevention and Early Engagement

### Yellow Submarine Room

COPE Galway's relationship with street artist, Tracey Moca, fostered at Fairgreen Hostel where she painted her first collaborative mural with COPE Galway, continued during 2024.

Inadequate client consultation space had long been a challenge for the Family Services Team. One concern was that when families were meeting their keyworker, their children would be present, out of necessity. This would often compromise the parent's support space and limit or change the conversation. Children were also at times being exposed to difficult and distressing conversations purely because of the lack of appropriate space. With the help of funds from the Business Leaders' Sleep Out, we decided to creatively reconfigure and redesign a space, and Tracey was asked to collaborate on this.



The office makes use of a glass divide, allowing children to play in a separate area while parents watch them, affording the parents a space for adult conversations and making Family Services an inviting space for children and limiting their exposure to potentially traumatic discussions. Tracey creatively designed a beautiful underwater themed mural and the Yellow Submarine Room - or 'Submaroom' - was born.

Our **Helping Kids First Project** filled the space with creative and colourful furnishings, games, toys and books. This investment in children experiencing homelessness has been hugely positive with our **Child, Youth and Families Outreach Worker** using the room as an opportunity to build relationships with children, identify their individual interests and needs and to allow them to explore new skills and develop key strengths.





## Our People

### Investing in Our People

In 2024, we continued to invest in Our People, recognising the expertise and dedication our staff bring to their work every day. This investment supported ongoing professional development, ensuring our services remain of the highest standard while also valuing and empowering the staff who give so much to the individuals and families we serve.

COPE Galway has obligations under Health and Safety Legislation and under Service Level Agreements to ensure that mandatory training such as First Aid and Fire Safety Training is completed and minimum standards are achieved. However, the organisation is committed to exceeding these and to supporting our Homeless Service team to excel.

Some examples of additional trainings provided by COPE Galway include:

**Pause and Reflect Workshops**, on a range of topics, including

- Advocacy and Empowerment
- Diversity and Unconscious Bias
- Boundaries
- Values
- Conflict and Conflict Styles



**Trauma Informed Practice Under Pressure Masterclass** to learn techniques to support self-regulation during challenges at work

**Trauma Informed Supervision Workshops** for line managers to support their supervisees

Several Homeless Service staff benefitted from the organisation's **supplemental training fund**. For example, the fund was available to provide access to leadership courses for career development and to support the emergence of new and future leaders. (See spotlight on page 13 ).

## Advocacy

*"A client rough sleeping in Galway for almost a year had a local connection to Mayo. His keyworker here at COPE Galway constantly engaged with him and supported him to navigate the housing assessment process until his application was finally opened. Mayo County Council swiftly provided emergency accommodation and from there he was referred to Housing First. He now he has a home of his own."*

**Paul Walsh,  
Day Centre Manager.**

### Voice, Choice and Collaboration in Practice

While our national advocacy work seeks to drive long-term, structural change, some of the most immediate and life-changing advocacy happens at a local level through the everyday work of the keyworkers in our Homeless Service.

They help clients navigate complex systems like housing, health and welfare, and advocate to secure essential supports. This can result in quickly improved outcomes for clients, such as approval for emergency accommodation to provide safety from rough sleeping, securing a medical card to ensure health needs are met, or progressing a welfare claim.

The trauma informed principle of 'Voice, Choice and Collaboration' is at the centre of our keyworkers' advocacy work. Wherever possible, staff empower clients to use their voices to advocate for themselves and where needed, stand alongside them to ensure their rights and needs are heard. This combined approach restores dignity, opens door and makes change possible in the moment.



When Kate started working at COPE Galway Osterley Lodge\*, she quickly knew it was the right fit for her. Holding an MA in Psychology, she has a deep understanding of people - of their thought processes, feelings and behaviours. She was drawn to supporting women in a meaningful way. For Kate and her colleagues, building trust from the outset is key.

"We try to make the process straightforward when a woman arrives. That begins with small, human touches like offering a cup of tea or coffee, taking the time to listen, and meeting each person where they are at this moment.

If you don't build trust with a person, it can be hard to work together. It's very important to put the person's comfort first."

Kate is keenly aware of the challenges the women at Osterley Lodge face and the difficulties they have experienced:

"The women have been through a lot. They tell me it isn't just the perceived stigma of being homeless, but that arriving at the service can be scary. They're wondering - 'Who are these people?' 'Will I fit in?' - they feel very vulnerable."

It's about gently letting them know they can have an honest and real conversation with you. I think once that first stepping stone in trust is made – it can only grow from there.

Kate has brought her training in psychology to her role as **Trauma Informed Champion\*\*** at Osterley Lodge, keeping conversations about Trauma Informed Practice live, championing the approach and playing an active part in making and sustaining cultural change, both in the service and the wider organisation:

"Being trauma informed means recognising and responding to a person's complex circumstances in ways that minimises triggering or retraumatising clients.

"I wanted to see this in action and felt it straight away when I joined Osterley Lodge, where, for example, staff conversations around addiction support and harm minimisation focused on a transparent partnership approach – the idea of, 'We are going to work with you, never against you.'

There's no *one-size-fits-all* approach, because we work with such a diverse group of people. You see so many different lived experiences, cultures, and languages – and you need to adapt.

Kate also brings creativity and thoughtfulness to her role. She enjoys supporting client-led activities that spark creativity and connection, providing vital outlets for expression and social engagement.

"Just from chatting with clients, their interests shine through. Right now, a group of women are sprucing up the garden, and we've been organising a mural they requested. It's their garden, and we encourage them to shape it – it gives the women pride and a sense of fun. Peer support and empowerment of our community are important given how isolating homelessness can be."

Kate also facilitates a weekly craft session, called 'Crafternoon,' a client's idea for when the weather keeps them indoors.

"We have a communal space for whatever they want to use it for. We have painting supplies, yoga mats, sometimes guided meditation – depending on what the clients are into. One woman requested a karaoke machine, which a generous donor helped us acquire".

Kate acknowledges that it can be stressful sharing accommodation with other people.

**Everyone is struggling in their own way. Here, we're trying to remove barriers - to create a place where people feel safe, comfortable, and proud.**

Kate emphasises that Trauma Informed Practice strengthens not just client relationships, but team culture and morale at the residence.

"It helps us create psychologically safe environments for clients **and** staff."

**As a team, we feel more confident and adaptable. There's mutual respect and shared responsibility. We reflect, check in with each other, and tackle challenges together. That approach helps us provide better support for the women.**

In fact, staff wellbeing is built into everyday practice through regular reflection, open communication, and peer support.

"In team meetings, we ask: 'Could we have handled a particular issue differently?'; 'What can we improve?' Or 'What worked well and how can we build on it?'"

This ongoing reflection and dialogue ensure clients consistently receive the best support possible.

"I'd never worked in homeless services before joining the team here. They are all so lovely and encouraging. Everybody brings different skills to the table – some of us are stronger at paperwork, some better at client-led tasks; others at health and safety tasks. You get very close with the person you're on duty with because you're dealing with challenges and making decisions together, which is quite nice!"

**\*COPE Galway Osterley Lodge is a 12-bed supported temporary accommodation for women who are homeless. An onsite keyworker works with each woman to identify her holistic needs and support her to identify and progress pathways out of homelessness.**



\*\* Throughout 2024, COPE Galway continued to intensively work towards becoming a Trauma Informed Organisation. Read more about this in the Strategy section of this report on page 14.



# Domestic Abuse Service

Supports and empowers women, children and young people who are subjected to domestic abuse.



**We listen, believe and support women, children and young people on their journey towards a life free from domestic abuse.**

# In 2024 COPE Galway supported:



# 837

women  
and children

168  
children/  
young  
people

669  
women



86 women  
with  
75 children/  
young people  
availed of safe refuge



# 112

women visited  
our drop-in  
service



# 277

women attended  
1,519 outreach  
appointments



# 194

availed of  
214 court  
appointments



# 93

additional children/young  
people referred to our Solas  
Óg Children and Young Peo-  
ple's service



We were  
unable to  
accommodate

# 102

women  
with

# 175

children/  
young  
people

due to being  
at full capacity\*

# 1,414

Solas Óg one-to-one  
therapeutic sessions include:

# 86

mothers  
attended  
737 parental  
sessions

# 16

young people  
attended  
135 private  
sessions

# 38

children  
attended  
483 private  
sessions

## Our Services

- Information, Guidance and Support
- Drop-in Service
- Solas Óg Children and Young People's Service
- Court Preparation and Accompaniment, Post-court Support
- Policy & Awareness
- Safe Refuge Accommodation
- Outreach Support (Galway city and county)
- Training and Research
- Schools Programme
- 24h Support Line**  
**091 565 985**

\* While not every woman needs refuge, when safety is an immediate concern, we work tirelessly to support her and ensure her safety through our network of partners.



**“It started with the jibes. The name calling. He would keep needling me and when I reacted, he made me out to be the bad one.**

He made me feel like I was crazy.

I remember feeling so isolated. That everything was all my fault.

I look back and see that I spent a lot of time hoping things would get better.

His actions were subtle at the beginning. Over the course of a few months, my world became so small. Everyday activities, seeing friends for coffee or spending time with family, were taken away from me.

Then came the financial control. He insisted we have a shared bank account after our first child.

When I was at school, I remember a teacher once telling our class:

*‘Always have your escape money.’*

I tried, desperately, to have my own safety net. But he knew, and he would exploit that. Constantly demanding money to buy alcohol – twenty here, twenty there.

This meant I had no money for groceries, fuel for a fire or hot water. Things were falling into disrepair in the house, and I couldn’t fix them. I had to stockpile food in the freezer and used hand-me-downs to dress the baby.

Nothing could *just* be yours – a hobby, a bank account.

His grip became so strong. He made me feel powerless. I had to be there to answer his calls, to send him the money. It was during this period I stopped seeing my family. I was completely under his thumb. There was a lot of abuse, it was just so terrible.

When he returned from work, he would demand dinner on the table. Then the drinking would begin, and the abuse intensified. He was always putting me down, standing in doorways, intimidating me. From the time he came home until he went to bed, it was hell.

When I tried to have a life outside of the house, away from him, he would say:

*Are you actually insane?*

Despite all odds, I managed to organise childcare once a month to attend a woman’s group in my area.

It was bittersweet to see the women there living normal, active lives, knowing what I had to return to.

**I had forgotten I could enjoy my life. It was like living in a parallel universe. I saw that I had lost myself, in every single way.**

I was merely existing.

The abuse became so bad, I never left our child with him and so rarely had a moment to myself. I just wanted to keep her safe.

I see now that she was my motivation to get out. I needed to protect her.

I slowly began to talk about the abuse to one friend in the group who happened to work for COPE Galway. She suggested I call their domestic abuse service.

So, I rang and hung up a few times. I was terrified.

When I finally spoke, it was a relief that somebody took the time to listen, someone that believed me. That conversation and subsequent meetings validated what was happening.

During these early stages, I began to see a brighter future for myself and my child.

I spoke to my GP who put me in touch with other supports, which helped me pay bills and get fuel.

The months after that are a blur. With help, I made some crucial changes and got away from him. I think of myself during this recovery period as a Phoenix rising from the flames. You are burning, and you have been trapped for so long, but you slowly start climbing out with your fingernails.

If we stayed with him, I do not think I would be alive today, that's the truth of it.

Fast forward to now, and life is okay. As hard as it is, there is support out there. I see that it is possible to totally rebuild your life. You have choices. You just have to take that first step.

I often bring myself back to my darkest moment, sitting in that room, terrified and completely stuck in a dark hole, with no ladder. While things are not always perfect now, that image helps me through any speed bumps along the way. I know things will never be as bad as they were back then.

I now help women who have faced similar challenges. As a professional trainer, my programmes are built to assist women to take back their power and make their own choices about what comes next.

I have regained my self-worth and I know who I am again.

What I have learned is you always have options and that YOU are in the driving seat. You don't have to wait. You can own your future. To know the ball is in your court is so empowering.

”

*Details changed to protect privacy.*

If you or someone you know is experiencing coercive control and/or domestic abuse, support is available. Whenever you are ready to talk, we are here to listen.

**Contact us any time on 091 56 59 85.**





# Domestic Abuse Service Overview

As we reflect on 2024, the number of strong, courageous women and children that required our service provides a stark reminder of the prevalence of domestic abuse that exists in homes and relationships across Galway city and county - and throughout our society. High levels of coercive control, emotional, physical, economic, and sexual abuses inflicted upon women and their children at the hands of current and former intimate partners, continued to escalate.

Our service responded to women, children and young people seeking support, providing trauma informed, client led services.

This year we commissioned an **external evaluating company** to review and evaluate **Solas Óg**, measuring it against international best practice service provision around support for children and young people who are subjected to domestic abuse. The findings cemented our belief that Solas Óg continues to be an innovative, responsive and safe service for children, young people and their mothers.

Our **Outreach Service** is meeting with unprecedented numbers of women taking the brave move to explore their relationships and seek support to navigate their next steps.

In responding to this growing demand, we recruited **three new outreach workers** across the city and county, including Connemara, to respond to identified needs in a targeted way. We also recruited a **court accompaniment worker** specifically to assist women to prepare for court, attend court and offer post court support.

We continued to **advocate** for a whole-of-government response to Domestic, Sexual, and Gender Based Violence (DSBGV) and for a **national DSBGV services development plan** to remove the focus on building new refuges and source alternative approaches to tackling domestic abuse so the victim/survivor does not have to leave their home to keep themselves and their children safe.

As we move forward, we are committed to **adapting our services** to meet the needs of those that require it most and finding ways to remove obstacles for the women, children and young people we have not yet reached.

Not everyone who reaches out to us needs refuge. We have flexible and alternative supports available to suit every need. If a woman is in immediate danger, and our refuge is full, we work tirelessly to find her safety through our **network of partners**. Her safety is our absolute priority.

**THANK YOU,**  
to each and every person  
that is part of this journey.  
Your support helps us to break  
down stigmas and reach more  
women and children across  
Galway city and county, creating  
a community and society that is  
free from violence  
and abuse.

# 2024 Highlights

## Responsiveness

### Adapting our service delivery to meet needs

We are constantly seeking ways to reduce obstacles for the people who need our domestic abuse services so we can respond to all needs. Adapting our service delivery to meet specific needs of autistic individuals, people with disabilities, and other minorities is crucial to ensuring equitable access to support. Marginalised groups often face additional barriers, such as communication challenges, sensory sensitivities, discrimination, or cultural stigma, that can prevent them from seeking or receiving help. Tailored services, including sensory-friendly environments, trauma informed care, and culturally sensitive approaches, are essential to making support accessible and effective.

COPE Galway's domestic abuse refuge at Modh Eile House has taken proactive steps to improve inclusivity.

We facilitated training from *AsIAm* (Ireland's national autism charity) to better support autistic victims/survivors and conducted a sensory audit to create a more accommodating environment. Cultural sensitivity workshops, provided by *AkiDwA* (national network of migrant women) and disability awareness through Behaviour Support Specialist sessions ensured staff could respond to diverse needs with empathy and competence.

In practice, these efforts have had a tangible impact: the refuge supported 10 autistic victims/survivors and 11 individuals from self-identified marginalised communities, offering personalised care that acknowledged their specific circumstances. By prioritising inclusivity, Modh Eile House demonstrates how domestic abuse services can evolve to ensure no one is left behind. Such adaptations are vital in breaking down barriers and fostering trust, safety, and support for all victims/survivors.

## Prevention and Early Engagement

### A Guide for Professionals

**Understanding Domestic Abuse** is an informative resource and practical guide for professionals in Galway who may encounter women and children experiencing domestic abuse. It helps professionals **recognise** the signs of abuse, **respond** with care, and **refer** people to the right supports. The guide was compiled by COPE Galway Domestic Abuse Service, Loughrea and Roscommon Family Resource Centres and was kindly funded by CYPSC (Children & Young People's Services Committees, Galway.)

All forms of abuse are covered – physical, emotional, financial, sexual, digital, and coercive control – helping professionals to recognise signs of abuse in diverse contexts. The guide emphasises the importance of sensitive, non-judgmental responses, encouraging professionals to believe disclosures and offer appropriate referrals to specialised services.

Unique challenges faced by specific groups are highlighted, ensuring professionals can tailor their support to meet the particular needs of rural and urban communities; LGBTQ+ individuals; people with disabilities; Traveller women; ethnic minorities and migrant groups.



It also addresses the profound impact of abuse on children, offering strategies for intervention and support.

There is information on responding to disclosures, safety planning and legal protections, with clear steps for women to engage with Gardaí and access court orders. The document lists local and national resources, enabling professionals to connect victims with essential services like refuges, counselling, and advocacy.

The guide supports the general shift away from domestic abuse being considered a 'private matter' to a public one. By fostering awareness, empathy, and actionable strategies, this resource empowers professionals to play a pivotal role in breaking the cycle of abuse, ensuring victims receive the support they need to rebuild their lives.

## Impact

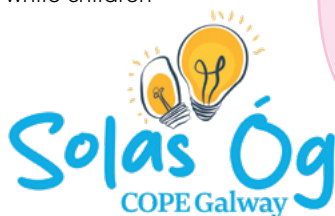
### Solas Óg Evaluation

In 2024, we undertook a formal review and evaluation of Solas Óg, our therapeutic support service for children and young people.

The purpose of the review, prepared by Interactions Research and Evaluation, was to assess the effectiveness of Solas Óg and its projects and to extract insights for the future enhancement of the service. The evaluation canvassed the opinions of staff, clients and the wider research and practice community to understand what works to support children affected by domestic abuse.

The findings clearly demonstrate the profound impact of the Solas Óg service on children, young people, and families subjected to domestic abuse. In the report, clients consistently highlighted the service's effectiveness in providing a safe, supportive environment where children can process trauma through therapeutic play, art, and one-to-one support.

Parents reported significant benefits, including emotional relief, improved parenting skills, and access to critical resources, while children expressed feelings of being heard, valued, and empowered to manage their emotions.



*"The supports have been a lifeline for my children and me. Your service is essential and very beneficial. The wonderful lady I worked with was non-judgemental, supportive and provided huge insight into the ordeal we were all going through. We no longer felt alone and isolated – instead, we felt acknowledged, supported and started to live our lives again."*

**A mother, client of Solas Óg with her children.**

*"It's nice to talk to somebody about your day. In school, people don't always listen when you want to talk. She [the Solas Óg worker] stops what she's doing when you want to talk, and she listens immediately."*

**A Solas Óg child client.**

*"Solas Óg does make a difference and I will always be grateful to have found your service because my biggest struggle was getting supports for the children. Supports are not in abundance for children of domestic abuse situations nor is the impact fully acknowledged or recognised, especially in family law courts."*

**A Child Protection Professional**



The service's adaptive, client-led approach aligns with global best practice in addressing emotional literacy, trauma, and family relationships. Notably, Solas Óg goes beyond traditional interventions by fostering resilience and agency in children, as evidenced in the report by their ability to articulate positive outcomes like safety and fun. The wraparound support for mothers – listening, believing, and connecting them to services – further amplifies the service's holistic impact.

The success of Solas Óg – led by Manager Ciara Tyrrell and supported by Team Leader Elaine Biggins – lies in its ability to transform lives by breaking cycles of abuse, restoring trust, and empowering families to rebuild their futures. The findings advocate for sustained investment and expansion of the service to reach more vulnerable families, while preserving its core strengths.

This service plays a vital role in our prevention work aligned with the government Zero Tolerance Strategy.

## Advocacy

### Little Steps, Big Impact

Many people support our service in different ways and the voices of our brave and determined clients can be very powerful. This was evident when a client in our refuge met with a philanthropic team during their review visit of Solas Óg at Modh Eile House.

The client spoke about seeking refuge when her own children were younger and indicated that a service like Solas Óg, if it had existed back then, would have provided the nurturing environment she and her children needed at the time and might have avoided her children having to go into care.

She told the representatives about our children's play area and how much she enjoyed watching the children at the refuge playing, exploring and learning in a safe environment. This client advocated strongly and beautifully for funding to create additional outdoor space for the children.

After the visit, the philanthropists contacted us to offer €5,000 to expand the outdoor play area for children in our service. This client is responsible for bettering the experiences for future children coming to our service. We are looking forward to welcoming her back to cut the ribbon on our new area and naming it in her honour.

## Our People

### Trauma Informed Approach

As a trauma informed organisation, our approach to work is centred on listening and treating clients and staff with respect and kindness.

Staff member Michelle's story on page 42 gives a good indication of how a Trauma Informed Approach helps us ensure we are always acting with the person's well-being in mind.

Michelle, who has worked at our domestic abuse service for over 25 years, has observed a positive evolution of the service over the years and has grown with it, taking on new roles and continuing to learn.

She sees her training in counselling and psychotherapy as complementing the Trauma Informed Approach adopted over recent years.

Her story also touches on how we support one another as staff, with Michelle noting, "Making time to debrief and discuss our cases is becoming more part of the culture at COPE Galway and helps prevent burnout and stress. I think it's benefiting everyone, including our clients."

During the 2024 international **16 Days of Activism against Gender-based Violence** campaign, our Domestic Abuse Service team supported more events than ever before across Galway city and county. From November 25 to December 10, our teams received warm welcomes at information sessions and coffee mornings when they met with various groups across the country to educate and raise awareness of gender-based violence and the supports available.







As we work towards zero tolerance for the crimes of domestic abuse and the attitudes that underpin them, an interagency response to Domestic, Sexual and Gendered Based Violence (DSGBV) is essential. This is evident in the progressive relationship between our service and An Garda Síochána.

In 2024, Inspector Georgina Lohan and COPE Galway Head of Domestic Abuse Service, Gillian McNamee joined forces to co-host a conference to mark Go Purple Day\* 2024 and to harness frontline relationships across teams.

The interagency event connected over 60 professionals to learn together and from each other, including members of An Garda Síochána (AGS), teams from our Domestic Abuse Service, Galway Rape Crisis Centre, Legal Aid – and the court services, who brought Virtual Reality goggles to view inside the Criminal Courts of Dublin.

Manon Bouchard, a former COPE Galway employee, presented her research (kindly funded by the Department of Justice) on Domestic Abuse and the Legal System under the Domestic Violence Act 2018. Judge Mary Fahy explained the various elements a judge had to consider in domestic abuse cases. Detective Sergeant Laura Sweeney spoke with compassion and conviction about the role of AGS when responding to domestic abuse cases.

Keynote speaker Professor Jane Monckton Smith OBE talked us through her research that has resulted in an eight-stage **Homicide Timeline**. This pioneering framework transforms the way we all think about domestic homicide, coercive control and stalking, and how we assess risks. It moves us away from the idea that 'if there's no physical violence, it can't be that bad.' The framework lays a foundation of a common language in identifying the level of risk for women and children when they bravely reach out for help.



Go Purple Joint Conference – Gillian McNamee, Head of COPE Galway Domestic Abuse Service (centre) is pictured with (L-R) Detective Inspector Peter Conlon, Chief Superintendent Gerard Roche, Inspector Georgina Lohan and Superintendent Finbarr Philpott.



Zero Tolerance  
From Protection to Prevention

## GO PURPLE CONFERENCE

April 24<sup>th</sup> 2024

With intervention possible at every stage, this model has the potential to save lives, especially as victims can also use it to understand their own situation.

The afternoon concluded with roundtable discussions on the various areas we can explore together to advance the interagency fight for zero tolerance to DSGBV.

The Dean Hotel generously provided the venue at no charge in their support of victims/survivors of Domestic Abuse.

Below is a selection of remarks made by Minister for Justice, Helen McEntee in a video address to the joint Go Purple conference in Galway in 2024:



*"During my visit last year, I learned about COPE Galway's strong relationship with An Garda Síochána in Galway and today's joint conference really is further evidence of that. Your continued partnership will be of huge significance in providing support and above all, helping victims."*

*"Domestic violence is a truly awful, insidious and dangerous crime. Every individual has the right to feel safe within their own home and within their own community. As we mark Go Purple Day, I know we are all working towards a society with zero tolerance of domestic violence; a society in which every individual is treated with dignity, treated with compassion and with respect."*

*"This conference has demonstrated the trust and unity between the Gardaí and our Domestic Abuse Service to work together in response to the changing tactics of abusers. Working with the Gardaí is an integral element of protection for women and children seeking safety. Together, we can make Galway a community where no one lives in fear of facing abuse."*  
Gillian McNamee, Head of COPE Galway Domestic Abuse Services.

\*Go Purple is an annual collaborative initiative between An Garda Síochána and domestic abuse services across Ireland to increase awareness of the support systems and services for individuals facing domestic abuse, and working towards a compassionate society that rejects domestic abuse against women and girls in all its forms.

Below: Virtual Reality goggles allowed conference attendees to 'see' inside the Dublin Criminal Courts.





## Meet Michelle

Domestic Abuse  
Outreach Worker

Michelle Gallagher has recently moved into a new role at COPE Galway Domestic Abuse Service. With over 25 years of frontline experience at our refuge, Michelle now brings her deep knowledge and skill to our Outreach Team. She meets women in safe, private locations across Galway, creating supportive, empowering spaces where they feel heard and able to speak openly.





The Outreach Team works with women who don't need to come into the refuge but are experiencing domestic abuse in various forms. At the core of Michelle's approach is listening carefully to her clients and creating a calm, non-judgmental space that validates each woman's feelings and experiences.

Michelle acknowledges that many women have lost confidence in themselves, and that stepping forward can be extremely difficult.

"A woman will often blame herself for the abuse, convinced that if she had done something differently, it wouldn't be so bad. Often, there's an element of control and psychological abuse going on, where the woman feels like she is walking on eggshells. My role is to gently turn that around and help her realise the abuse is not her fault."

Michelle guides each woman through her options, encouraging her to figure out the best course of action for herself, based on her safety and what she feels is right.

Ultimately, it's about making a decision that feels right for her. A lot of times, the women are juggling everything – work, family, managing the household – while also dealing with this invisible burden. But something has brought her to us; deep down, she knows something needs to change.

Michelle has remained enthusiastic and passionate about her role over the years. As the service has evolved with many positive changes, she has grown with it, taking on new responsibilities and continuing to learn.

I trained in counselling and psychotherapy while I was working at the refuge. It reinforced for me how important our work is, the value of giving a woman space to be heard, of validating her experiences and feelings.



Michelle's training complements COPE Galway's Trauma Informed Approach, giving her a strong framework for working with emotional distress and responding to each woman's unique situation with care and compassion.

"Being trauma informed means leading with kindness – listening, showing respect, and recognising that everyone carries some form of trauma. We are mindful of how our words and actions impact others, we check in with our own reactions and biases. This approach isn't just for the women we support – it's also about looking after each other as staff, because the work can be tough on us as well."

Michelle is also driven by a deep belief in her clients' courage and strength.

The amazing women I meet every day come from all walks of life. I love the part of my job where I get to work closely with them. Each woman is incredibly resilient, and it's inspiring to see them manage their situations in ways I wouldn't have expected.

Michelle says the women she meets report an intense feeling of relief from having a place to talk through what is happening to them.

I've always believed that being present, listening without judgment, and creating space for someone to be themselves - that's where real change can happen.

# Senior Support Service

Supports older people to live healthy, independent and connected lives in their homes and communities.



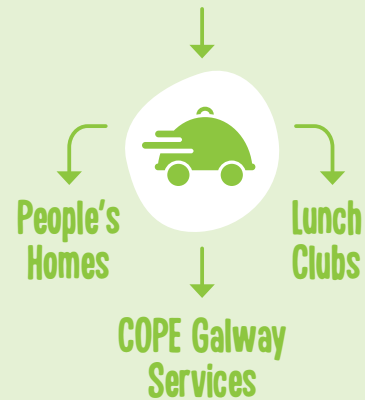
# In 2024 COPE Galway supported:



**726**  
people received  
**98,954**  
meals



**284**  
people availed of our  
community activities  
and supports



## Our Services

### Community, Social and Nutritional Supports

- | Sonas Social Centre
- | The Bungalow – Mervue Community Hub
- | Community Support
- | Befriending Programme
- | Positive Ageing Initiatives
- | Community Catering
- | Meals4Health Social Enterprise
- | Community Lunch Clubs
- | Food Rescue
- | Food Distribution

\* total number represents  
unique clients.



## Meet Maria & Ann

Maria and Ann, friends since their school days, have found a second home at The Bungalow – a warm and lively hub for older people in the community.

Located in the heart of Mervue, The Bungalow has become a cornerstone for older adults seeking social connection, physical activity and a renewed sense of purpose.

What began as a chance encounter for Maria and Ann has blossomed into regular, meaningful weekly visits, filled with laughter, learning and community connections. At The Bungalow, the pair have the chance to catch up, share stories and participate in a colourful mix of activities and social events.

Maria and Ann speak fondly of the welcoming atmosphere and their shared appreciation for the service and the activities it offers. Maria shares:

The Bungalow has changed my life completely! It's a new lease of life for me. I wake up excited for my mornings and say to myself – *this is my time!*

Before she began attending the activities, Maria recalls passing the hub on her daily morning walks, wondering what was going on:

"I used to pass frequently and sometimes I'd stop and peek in. I remember thinking to myself – *I'd love to get involved here and meet some women of my own age.* One Friday, I was passing after a walk and Sandra (The Bungalow's Activities Coordinator) happened to be outside."

Maria remembers this first visit:

Sandra invited me in, showed me around, gave me an information sheet and explained all the activities to me. She told me *there's a class starting in fifteen minutes – why don't you wait? And I said, you know what... I will. I'll give it a go.*

To Maria's surprise, Ann, a friend from her school days, was already inside. Maria fondly recalls this moment:

"I went in and the next thing – who comes around the corner but Ann and her sister! It was a great reunion."

Ann, who happened to be waiting for a Zumba class, was equally pleased:

Maria and I had known each other for years. We were in the same class at school and did the Leaving Cert together in 1975. We hadn't seen each other in years!

Since then, Maria and Ann have become frequent guests of The Bungalow and have rekindled an important friendship.

"Since joining, I see Ann three to four times a week!" Maria says with a smile.

The pair highlight the importance of the social connections made possible by the activities at The Bungalow, which can range from social and physical activities like coffee mornings and chair yoga, to creative writing and technology workshops.

The Bungalow is a community hub located in Mervue and run by COPE Galway.

"There are so many classes," Ann exclaims. "The Bungalow makes sure there is something for everyone. For example, they sent out a flyer asking what activities we'd like. I asked for something on using technology because I'm terrible at it.

They organised a six-week course to teach us how to use our phones. Now I can book tickets online and check the bus timetable, I no longer get caught waiting in the rain!

One of Maria and Ann's most loved activities is the popular weekly Zumba class. It's not only a great way to stay active, but a regular source of giggles and fun for all participants.

It's a space for everyone and everybody is catered for. Every age group, whether you are 50 or 90!

"If they play a song we know, we'll start singing. There is a lot of 80s music, which suits us down to the bone. You never feel pressured here, and that is why people keep coming back."

Maria and Ann's visits to The Bungalow have become a source of companionship, purpose and enjoyment, with the space offering them somewhere to seek connection and to feel supported and valued.

Maria sums it up: "I came in that first morning looking for something social, but I found so much more."





## Spotlight The Bungalow

### Meet Sandra



Sandra Sanchez Viramalay joined The Bungalow as Activities Coordinator in early 2024. Sandra's background in occupational therapy and her strong focus on community engagement has continued to shape The Bungalow's activities around the needs and interests of the people who visit every day.

“

I joined COPE Galway's Senior Support team in early 2024. The purpose of my role is to build on existing physical health activities at The Bungalow by introducing more community-driven activities. I engage with the community, listen to clients, understand their needs and design programmes that feel meaningful and fun.

We provide opportunities for older adults to take control of their wellbeing through a combination of physical activities, creative or practical workshops, and socialising through coffee and lunch club gatherings. Everything we do here supports physical and mental health, while encouraging a sense of community.

We've seen a big increase in visitors to The Bungalow this year.

Zumba is a real favourite. Our clients thought of it – they missed line dancing and other activities that had stopped during the pandemic. So, we tried it, and it is a huge success! We also found a fantastic instructor who brings great energy. It's not just about movement, but fun and connection too. The participants even request songs now! The key was listening to what they wanted, finding the right person, and making it fun.





People engage with The Bungalow in different ways. Some drop in for activities. Others come nearly every day. They chat about their families, their appointments, their weekend plans – we've developed a deep trust and connection and have become part of each other's routines.

This year, we collaborated on a mural project to help make the space feel more personal. We've also started a walking group, which has physical and social benefits. Today, we hosted a storytelling session about the Mervue area, bringing people together to share memories. One participant even shared photos from her wedding and soon realised she had been neighbours with another participant.

That's what makes The Bungalow special – it reconnects people who may have lost touch over the years.



One woman took part in a podcast and posed for photos for Positive Ageing Week. She told me, *"I never thought at my age I'd be doing new things like this."* That's what this is all about—helping people realise that ageing doesn't mean you stop seeking new experiences.

Socialising is particularly important for positive ageing. Many older adults experience isolation as friends move away, pass on, or go into nursing homes. Here, they reconnect, become part of something again, and feel valued.

It's about creating a space where people feel comfortable and included; a place where you belong. That's what makes the difference. ”

If you, or an older person in your life, would like more information on the activities we offer, visit [copegalway.ie/TheBungalow](https://copegalway.ie/TheBungalow) or contact us on 085 747 5021 – all are welcome!



# Senior Support Service Overview

COPE Galway supports older people to live healthy, independent and connected lives in their homes and communities. We provide a range of social, nutritional and practical supports through our **community support programme, befriending\* services and community spaces** like Sonas Day Centre and The Bungalow. These are welcoming settings where older people can meet, receive support, and participate in social and wellbeing activities.

We also offer a premium meal delivery service through **Meals4Health**, a COPE Galway social enterprise which prepares nutritious, tasty, and affordable meals and delivers them to people at their homes. The service also caters for **lunch clubs** and for COPE Galway **services** and is a **distribution hub** for surplus food products.

Promoting dignity and independence, Meals4Health caters for the specific nutritional needs of older people and others living with chronic illness, helping people to eat well, live well, and age well in the comfort of their own homes. As a **social enterprise**, Meals4Health reinvests sales income back into the business and provides a supportive workplace environment, with opportunities for **community employment**, work experience and **volunteering** opportunities.

\* For more on our Befriending service, read Mary's volunteering story on page 59.

Madeline Collins,  
Positive Ageing  
Local Hero 2024





# 2024 Highlights

## Prevention and Early Engagement



*Pictured (L-R): Geraldine Ryan, Social Enterprise Manager at Meals4Health, Minister Joe O'Brien, Sharon Fitzpatrick, Head of Development, COPE Galway.*

### Meals4Health Awarded CSP Funding

In 2024, Meals4Health was one of 14 new social enterprises to join the Community Services Programme (CSP), an initiative of the Department of Rural and Community Development. The CSP supports employment opportunities that help build sustainable, inclusive and empowered communities, by providing a contribution towards employment costs.

This support will enable Meals4Health to employ a manager, a social enterprise development officer and a driver team lead (see Gerry's story, page 54) and will strengthen operations and continued growth. This funding is a recognition of the vital role Meals4Health plays in supporting Ireland's ageing population and the health needs of older members of our community.

## Impact

### Sonas Social Centre

While many older people have supportive families, friends and neighbours, those without this connection can feel isolated, lonely and at a loss when trying to access beneficial supports. Sonas Social Centre is a welcoming, friendly space where older residents in the Mervue local area can connect with others, participate in activities, and sustain supportive relationships.

The people who come to us each day – to have breakfast with friends, play a game of cards or chat about the local news – have developed their own community, one they can rely on as they age. Many use offerings like our low-cost laundry service, which has become vital as electricity and other cost-of-living expenses soar. Our links with local carers mean that people who most benefit from our service can drop in. One man who lives with a disability told us that 'it has been a lifeline' for him.

In an increasingly digital world, Sonas Social Centre now provides a space for people to bring any digital safety concerns. We recently assisted one client to buy and set up a new laptop, opening up a whole world to her. Our technology support volunteer helps older people verify any suspicious text messages or emails they receive – there is always a queue waiting to see him at his Tuesday clinics!

### Here's what our clients told us in 2024:

*I can't thank you enough for all you do for me, I wouldn't manage otherwise.*

*The breakfast club is great, it's nice to sit around with people instead of at home alone.*

*The laundry service you provide has changed my life for the better.*

*I love coming here, I don't know what I would do without this place.*

*Aravind\* is very patient – he got a lot done with us, from downloading and using the TFI (transport) app, to booking trains, tickets, etc.*

*And there's a lot more to do! A great instructor – 10/10*

\*Volunteer technology instructor.



## Responsiveness

### The New and Improved Bungalow

A fast-growing interest from local older people in using The Bungalow as a space for socialising and wellbeing prompted us to renovate the centre to better meet their needs.

In 2024, after a period of closure, our new and improved centre reopened its doors, offering an expanded and more accessible space.

We now have capacity to welcome more people from Mervue, Renmore, Ballybane and beyond into a brighter, more modern community hub.

Our wide range of weekly activities and classes, combined with information sessions, lunch clubs, coffee mornings and seasonal events, promote healthy and positive ageing.



The activities offer a great opportunity for older members of the local community to socialise, keep fit, learn new skills and have fun. Our new notice board to advertise our activities is courtesy of Nordson Medical, who also sponsored some exercise classes.

Strong social connections are key to positive and healthy ageing. Read more about the impact of The Bungalow in the stories from Sandra, Maria and Anne on page 46.

## Advocacy

### Get Engaged

'Get Engaged' is a 5-week course developed and delivered by Age & Opportunity. The course is designed to develop the skills and knowledge of people (aged 50+) who wish to play a part in helping to make their communities more Age Friendly.

In 2024, COPE Galway brought the course to Galway with support from Community Foundation Ireland. With older people doing so much work in the community, this course is an opportunity to encourage people to work together on collective activities or creative initiatives, which address specific age-friendly needs and strengthen participation in their local community.

The course facilitator Brian Dooney had a unique way of making the learning both informative and fun, covering topics such as Positive Ageing; Teamwork and Collaboration; Working for Change; Planning and Implementing a Community Project. The group of older adults who completed the course said they thoroughly enjoyed it.

Some of the participants came with ideas they wanted to progress, while others were already involved in community projects. The 'Get Engaged' course gave them the confidence to keep their groups interested and motivated.

Some course participants hope to be a resource to COPE Galway in helping us ensure our services and supports are meeting the needs of the older people we work with. One positive outcome after the course was that a few participants worked with our activities coordinator at The Bungalow to design and deliver its popular Zumba class.



*Pictured left: "Get Engaged" class participants with instructor Brian Dooney.*

## Our People

### Hector volunteers with Meals4Health

Irish television and radio presenter, Hector Ó hEochagáin is a keen supporter of our work across our Senior Support Service. In 2024, he was warmly welcomed at our Meals4Health kitchen when he visited to volunteer and get some 'hands-on' experience of the important work done by Our People – our amazing staff and volunteers.



### Corporate Volunteers Climb New Heights

A small team of six corporate volunteers, headed by James Madigan, from local company Zimmer Biomet weeded and power hosed two housing estates for older people in June and again in November. The residents were extremely grateful for the results of their hard work, saying they did an outstanding job. The team also climbed Croagh Patrick to raise €6,000 for our Senior Support Service!



## Positive Ageing Week



Positive Ageing Week is an annual campaign that highlights the many positive aspects of ageing and celebrates the invaluable contributions of older people to our lives and communities. Positive Ageing Week 2024 continued the theme of Challenging Ageism – reframing how we think, feel and act towards ageing and older people.

Our flagship event was the Local Heroes Exhibition at Galway City Museum, featuring 27 amazing people from across Galway city and county. Four of these heroes – Rosemary Finlay, Patricia Lawless,

Joe McCarthy and Peter Kelly (pictured) joined Jacquie Lynskey of COPE Galway in an engaging podcast with inspiring, humorous and heart-warming conversation, stories and shared advice.

We want to sincerely thank all the local heroes who so generously took part in Positive Ageing Week 2024, which we hosted in partnership with Age Friendly Galway, Galway City and County councils, Galway Rural Development and Galway City Partnership.





Gerry is Driver Team Lead at Meals4Health, a social enterprise of COPE Galway that prepares and delivers fresh, tasty, and affordable meals directly to older people living at home. With a background in operations management and first-hand experience as a family carer, Gerry brings practical know-how and genuine care to his role.



Before joining the team, Meals4Health had already supported Gerry's own family.

"My mother and father were customers," Gerry recalls. "After Dad passed away, I was working full-time and caring for Mam. Having her meals delivered twice a week made a huge difference."

Gerry is quick to highlight the added benefits of these deliveries:

When I came home from work, Mam would tell me all the news the driver had shared – traffic, weather, what was happening around town. That visit became a highlight of her day. It was a check-in, a conversation, a familiar face. The regular contact meant she could stay living at home, where she was happiest.

Gerry now sees first-hand the same impact for hundreds of customers across Galway.

"You realise how much social connection matters, especially for people living alone or with mobility issues. It's more than meal-delivery – we're helping people stay independent and connected."

As Driver Team Lead, Gerry keeps deliveries running smoothly and on time, with every delivery completed by 1pm. He coordinates a growing team of 59 volunteer drivers who, in 2024, delivered an impressive 98,954 meals.

"There are a lot of moving parts, but it's a well-oiled machine," Gerry says.

My job is made easy by the amazing people around me. We're always tweaking things to make everything run better. Communication is massive – feedback from customers helps us to improve our efficiency and effectiveness.



In  
2024:



13,726

nutritious and comforting meals were made for people in our homeless services.



28,000+

kilograms of ambient food was delivered to people/families most at risk of food poverty.



240

older people enjoyed mealtimes at community day centres and lunch clubs.



98,954

meals were delivered by 59 volunteer drivers.



385

older people got to stay and live at home.

We  
made:



16,397

sandwiches



& 2,246

litres of soup.

Gerry can feel demand for the service growing.

"There are more people availing of Meals4Health services and more volunteers signing up. Our volunteers are drawn to the role as it gives them a chance to get out and meet new people. They feel like they're giving back. Plus, there is a great atmosphere at Meals4Health, a real buzz."

In 2024 alone, the service supported 385 older people to remain living at home.

"It's hard to put a price on that kind of support," Gerry says. "The regular contact gives families reassurance. Sometimes, if there's no answer when a driver calls and if we can't contact the customer, we call the family. It offers dignity, choice and companionship to people who want to stay at home on their own terms."

Gerry's role, supported through Pobal's Community Services Programme\*, reflects the ethos of the Meals4Health social enterprise in delivering a service that promotes social inclusion and equality while creating meaningful employment opportunities.

The Meals4Health kitchen runs seven days a week, preparing meals not just for home delivery but also supporting lunch clubs and COPE Galway's Homeless Service, as well as Food Rescue initiatives. It's a hardworking and committed team – one Gerry is proud to be part of.

Gerry reflects on why so many of the drivers have told him how much they enjoy the work.

Enjoying your job is something to be celebrated. You spend most of your year here – why not make it a nice place to be? There's a real sense of purpose here too," Gerry says. You know your work is making a difference. And that matters.

\* **Pobal's Community Services Programme (CSP)** supports community-based organisations to provide local social, economic and environmental services through a social enterprise model. CSP provides a funding contribution towards the direct salary costs. Thanks to the support of this programme, Meals4Health has been able to grow its dedicated team and strengthen its ability to serve more communities, while also creating meaningful employment opportunities. Meals4Health contributes towards CSP's principles to promote social inclusion, equality and to build sustainable communities by enabling older people to remain at home in their community for longer.



Rialtas na hÉireann  
Government of Ireland



This project is supported by the Department of Rural and Community Development and Pobal through the Community Services Programme.



# Volunteering

## Our volunteers in 2024



166

new volunteer recruits



21

corporate projects



253

volunteers in 30+ roles

## Volunteer Roles

### Senior Support Service (142)

Administrative Support  
Digital Safety Support  
Food Rescue  
Kitchen Assistant  
Helping Hands at Home  
Befriender  
Day Centre  
Lunch Club  
Bus Driver  
Bus Assistant  
Fair Deal Resourcer  
Yoga Instructor  
Arts and Crafts Tutor  
Driver

### Charity Shops (68)

Stockroom Assistant  
Shop Assistant  
Till Assistant  
Shop Security

### Head Office (18)

Board of Management  
Administrative Support  
Store and Donations  
Volunteer Office  
Fundraising

### Domestic Abuse Service (1)

House Support

### Homeless Service (24)

Homework and Learning Support Club  
Befriender  
Street Outreach  
Gardening  
English Teacher  
Yoga Instructor



# The Impact of Volunteering in 2024



## Social Impact

**Volunteers** 

improved physical  
and mental health



**Beneficiaries**

positive interactions

**Community** 

Strengthened connections, enhanced  
social wellbeing; civic engagement



## Economic Impact\*



**33,464**

volunteering hours

**= €525,192**

added value!

\* Economic benefit analysis of  
COPE Galway's Volunteer Programme  
in 2024, conducted by visiting MBA  
students from Notre Dame University.

## Building Community Together

COPE Galway's Volunteer Programme is many things to many people. But most importantly it embodies one of our key values: community. The essence of this value lies in the belief that by coming together and giving back, communities can be strengthened, social issues addressed, community engagement inspired, and individuals can experience personal growth and fulfillment.

2024 was an amazing year in COPE Galway for volunteering. We achieved record recruitment by welcoming 166 new volunteers to the organisation for roles across our services. This included recruiting almost 50 volunteers within a 4-week timeframe for our new COPE Galway Charity Shop - Limited Edition.



*"The advice I would give to anyone wanting to connect with their community by volunteering is to just try it once. Most likely you will have a good experience and continue going, but even one day makes a positive change within the community. On a personal level, it is rewarding to give back to a community that supports you. There is a level of connection you gain through volunteering that cannot be gained elsewhere."*

**Sofía Fragala, Charity Shop volunteer.**



## National Volunteering Week May 2024

We truly believe that celebrating the uniqueness of our volunteers makes our community stronger and more connected. Every year we gather together in May to recognise and thank our volunteers for so generously giving their time to work with us here in COPE Galway. We were honoured to have 253 volunteers engaged in our work across our long-term roles in 2024. Equally we had amazing support throughout the year from our fundraising and event volunteers and our corporate/group volunteer teams who helped us with so many volunteer projects throughout our services.



Thank you to all our volunteers for being such an essential part of our community!

## Words of Remembrance

We would like to take this opportunity to remember our dear colleague and friend in the Volunteer Office, Caroline Grogan, who sadly passed away in December 2024. Caroline was a dedicated member of the team during her short time with us prior to her tragic passing. Her spirit, enthusiasm and compassion shone through in her work. We will always treasure the time we shared shared, working together to involve our community in our work through volunteering and helping to create positive impacts for the people we serve in our community.

*Suaimhneas síoraí dá anam.*



## Christmas at COPE Galway

Christmas is a special time to volunteer with COPE Galway. Thank you to all our fantastic volunteers who help us in so many ways over the Christmas season.



## Senior Support Volunteer Coffee Morning

The first Senior Support Volunteer Coffee Morning was held in September in The Bungalow community hub in Mervue. Volunteers at this service support clients through befriending activities; at lunch clubs, with activities at The Bungalow and through community support. The coffee morning was a good opportunity for volunteers to meet each other and talk about their roles, in a relaxed and friendly atmosphere. Feedback from the morning was very positive, the volunteers completed a survey and said they would like to meet every three months. In addition to the coffee morning, volunteers have recently had opportunities to attend various training sessions, including safeguarding vulnerable adults at risk of abuse, manual handling and infection prevention and control.





Mary Delaney has been a volunteer befriender for COPE Galway since 2019. Mary is always cheerful and has a warm, welcoming smile. With her happy-go-lucky personality, Mary's clients love to see her come through the door on her weekly visits.

Here, Mary tells us about her role as a befriender, and how volunteering is a two-way process – one that has to work well for the volunteer and the client.

"About five or six years ago I decided to go part-time, working two days a week and I thought it would be a good time to try some voluntary work. I saw an ad in the paper for a volunteer befriending role with COPE Galway and said to myself, 'now's my chance'.

I'd had it in my head for a while to volunteer, but just never followed through on it. I think this befriending role just happened at the right time in my life. I've never looked back since!

I've always liked older people – I think they're a great bunch, full of knowledge and life experience. Each person I've met over the years has a different personality and their own ways of doing things. As a volunteer, you always get something out of it – it kind of works both ways!

I call on two lovely older people at their homes on Thursdays for about an hour. We always have a bit of banter - we can talk about anything. It's about being open and just bringing a bit of cheerfulness into their lives – and vice versa.

What keeps me motivated to volunteer? I suppose it's the feeling that you've done something good for someone. I've had a pretty good life, so I felt it was time for a bit of payback. You feel like you've brought a bit of light into someone's life – and to be honest, I really enjoy calling to them, you get great satisfaction from it.

When an opportunity arises, you have to be ready for it. You have to factor in whether it suits you and what kind of role you want to go for. You honestly get out of it as much as you put into it. I'd recommend volunteering to anyone!"

\* Volunteer befriender/Helping Hands at Home is a volunteering role that supports older people in Galway city to remain living at home independently. Through weekly visits, volunteers provide practical help with household tasks and befriending support to reduce isolation.





# Fundraising, Grants and Retail

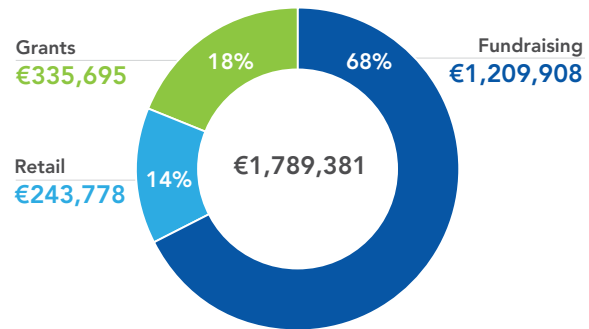




# Overview of revenue and activities in 2024

## Fundraising, Grants and Retail Income

In 2024, COPE Galway's work was sustained through the continued generosity of our local community, the support of our philanthropic grant funders and the success of our charity retail operations. Despite ongoing economic challenges, individuals, businesses, schools, and community groups across Galway contributed to an impressive total of €1,789,381 raised through fundraising, grants, and charity shop revenue. This vital funding enabled us to continue delivering essential services to people experiencing homelessness, women and children subjected to domestic abuse, and older people working towards healthy, independent ageing.

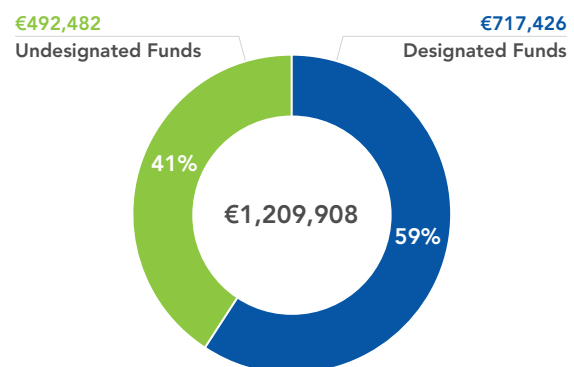
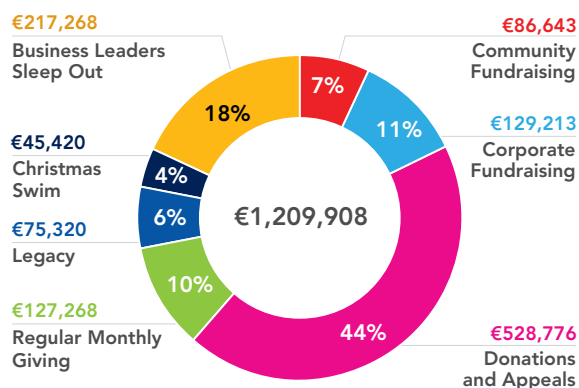


Total Fundraising Income:  
€1,209,908

## Fundraising Activities

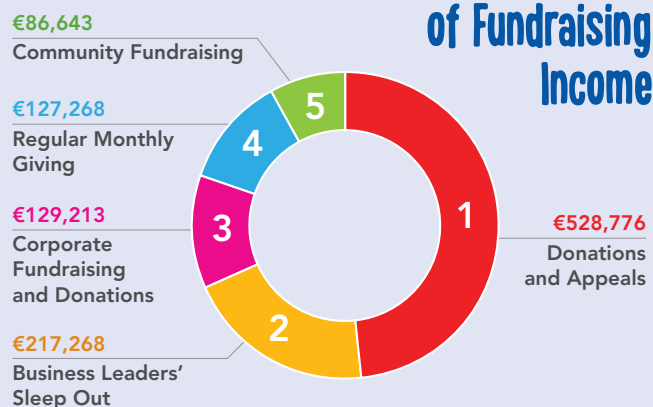
COPE Galway's fundraising efforts in 2024 reflect the commitment of our dedicated supporters. Contributions came through a range of sources: from individual and monthly donations to participation in major initiatives

such as the Business Leaders' Sleep Out and long-standing events like the Christmas Swim. Corporate partnerships, legacy gifts, and community-driven activities also played a significant role.



COPE Galway remains a proud member of Charities Institute Ireland and is fully compliant with The Guidelines for Charitable Organisations Fundraising from the Public. We welcome your feedback and invite you to reach out to us at [fundraising@copegalway.ie](mailto:fundraising@copegalway.ie) or 091 778 750.

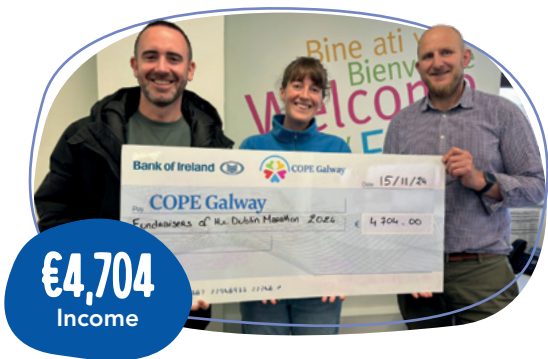
## TOP 5 sources of Fundraising Income



# Community Fundraising and Support

This year, the solidarity of the people of Galway shone through in so many ways. From sporting challenges and sleep outs to festive campaigns and creative community initiatives, local individuals and groups came together to support COPE Galway's work. We are deeply grateful to everyone who participated, donated, or supported these efforts.

## Community Fundraising Highlights



Our amazing **Dublin Marathon** runners raised €4,704 for all three COPE Galway services. Their strength and dedication inspired support from across the country.



Our #TeamCOPEGalway runners raised an impressive €3,100 in the **Streets of Galway 8K**. Their energy and commitment were truly inspiring.



**David Booth of iSupply** brought fundraising to new heights, literally, by completing an 8-hour workday in 7-inch heels. He raised €994 in style!



A massive thank you to the incredible women of #TeamCOPEGalway, who took part in the **2024 West of Ireland Women's Mini Marathon** raising €925.



The **6th Year students of Coláiste Iognáid** raised a remarkable €17,952 through their annual two-night sleep out, showing incredible empathy and leadership in supporting COPE Galway's Homeless Service.





Creativity took centre stage at **Culture Night**, where our pop-up paint station welcomed budding artists of all ages. Special thanks to Artspace Galway and 126 Artist-Run Gallery for their fantastic support.

**€18,529**  
income

### Galway Diocese Special Collection

The annual COPE Galway church plate collection at Parishes throughout the city and county generously raised €18,529.79 for our services.



A creative collaboration with **ATU Galway's School of Design and Creative Arts** helped us produce our 2024 Christmas card collection, raising funds and awareness of COPE Galway's services.

Thank you to GIAF for donating tickets, which gave our clients, staff, and volunteers the chance to enjoy world-class performances. Raffles and ticket sales also raised valuable funds for COPE Galway.



**€1,380**  
Income



Despite the winter weather, our **Resettlement Service's annual Christmas fundraiser** brought music, joy, and €1,380 in donations.



**2,200**  
Gifts  
donated

Thanks to this long-standing partnership and generosity of local businesses over 2,200 gifts were donated through the **Galway Giving Tree initiative**, bringing festive cheer to clients across our services.

## Thank You Mile Buíochas!

We are endlessly grateful to the people of Galway for the trust you continue to place in us. Every donation, event, volunteer hour, and gesture of support brings us closer to a community where everyone is valued, cared for, and supported.



## Christmas Swim

The 35th annual COPE Galway Christmas Swim was an unforgettable celebration of community spirit, with over 850 participants taking the plunge in support of our vital services, raising €45,420.



**€45,420**  
Income

**850**  
participants



We are deeply grateful to all who took part and supported on the day, from seasoned swimmers to first-time dippers, as well as the volunteers, lifeguards, first aid teams, and generous donors who made the event such a success.

## Business Leaders' Sleep Out

Our annual Business Leaders' Sleep Out remained a major highlight, raising €217,268 through the determined efforts of 44 participants – each with their own powerful reason for taking part. The resilience of this group was especially evident as they braved Storm Darragh, which necessitated relocating the event to our Newtownsmith Charity Shop for safety.

**44**  
participants

**€217,268**  
Income



## Corporate Support

Galway's business community continues to be an essential partner in helping COPE Galway deliver its services. In 2024, this support was stronger than ever, from both long-standing partners, such as Medtronic and Zimmer Biomet; and new collaborators including PennEngineering, BrightWork, Buymedia and many others.

Through volunteering, event sponsorship, team challenges, and generous financial contributions, these organisations not only raised vital funds but also helped raise awareness about the work of COPE Galway, and promoted a spirit of solidarity across the wider community. We are incredibly grateful for their commitment, compassion, and belief in the impact of our work.



## Corporate Support Highlights



**€6,000**  
Income

**Zimmer Biomet** raised €6,000 through a team-led Croagh Patrick climb, with half the amount raised by staff matched by the company. In addition, their night shift team volunteered at our Senior Support client housing, helping with gardening and outdoor improvements, making an incredible contribution to both our services and our community.



**€29,000**  
Income

We were thrilled to welcome **BrightWork** as our largest-ever group of corporate volunteers - 40 team members who supported our charity shop and Galway Giving Tree projects. Their energy and teamwork were infectious. Following this, BrightWork generously donated €29,000, a contribution that's helping COPE Galway make a real difference in the community.



**€25,000**  
Income

We were honoured to be a recipient of **Buymedia's Advertise For Good** initiative, receiving a generous €25,000 donation. This contribution made a powerful impact on our communications efforts, helping us raise awareness of our services and reach more people in need.



**€1,000**  
Income

Taking fundraising to new heights – literally – four brave **MathWorks** employees skydived in support of COPE Galway, raising €1,000 for our work. We are deeply grateful for their courage, generosity, and commitment to making a difference in our community.



**€13,500**  
Income

Our Charity Lunch at The G Hotel & Spa raised €13,500. With the support of sponsor **PennEngineering**, guests enjoyed a memorable afternoon of food, fun, and inspiration. Keynote speakers Dr. Karen Weekes and Mary Ann Fleming shared empowering stories that left a lasting impression on all who attended.

**€22,865**  
Income

**180**  
participants

Our annual **Charity Golf AM AM** welcomed 180 players to Galway Golf Club for a sun-soaked day of sport and generosity which raised €22,865.



# Spotlight

## COPE Galway Charity Shops

### A Year of Growth, Sustainability and Community Impact

2024 was a transformative year for COPE Galway's retail operations with the launch of a second charity shop, **COPE Galway Charity Shop – Limited Edition**. Located in the heart of Galway city at Newtownsmith, this bright, welcoming space is building on the success of our long-standing **Saint Augustine Street Charity Shop** and represents a significant step forward in our commitment to delivering sustainable, affordable retail.

What's most remarkable is how quickly the new shop space was transformed and fully operational within weeks. This was made possible by incredible community and professional support, including a team of nearly 50 volunteers who were quickly onboarded, bringing the energy and enthusiasm that helped create a vibrant and exciting space from day one. The new Limited Edition shop offers a diverse range of pre-loved fashion, furniture, bric-a-brac, books, CDs, and DVDs, as well as a dedicated bridal suite, and extensive range of quality furniture.



**COPE Galway**  
Charity Shop – Limited Edition



Meanwhile, our **Saint Augustine Street Charity Shop** continued to thrive during its eleventh year, offering high-quality fashion, jewellery, and books to loyal customers in the city centre.

Together, these shops provide vital revenue streams for COPE Galway.

Our charity shops also act as **community hubs**, helping to raise awareness of our work, provide valuable volunteering and work experience opportunities, and serve as platforms for skills development and community engagement. In 2024, we were delighted to welcome a growing number of new volunteers who contribute their time and skills for several hours each week.

With second-hand shopping more popular than ever, our charity shops proudly contribute to a sustainable, circular economy; reducing waste, promoting re-use and upcycling, and providing affordable, ethical alternatives to fast fashion.

**We are deeply grateful to our community for their ongoing support, whose volunteering, donations and purchases keep our shelves stocked, our doors open, and our mission alive.**





# Grant Income

Grant funding enables COPE Galway to develop innovative projects and services that empower our clients and promote positive change within our community.

## Supporting Homeless Families

Grant funding from The Ireland Funds, a long-standing supporter of COPE Galway, assisted homeless families with the cost of essential winter clothing and food. The grant also provided daytrips to Galway aquarium, providing respite from difficult living conditions and helping to create positive memories for parents and children.



## Supporting Victims of Crime

Funding from the Department of Justice enabled us to continue to provide one-to-one support to women and young people subjected to domestic abuse and attending court. COPE Galway staff work with women and young people to prepare them for what to expect in attending court, covering practical details like learning the layout of the room and giving reassurance at this important but difficult time for people pursuing justice. COPE Galway would not be able to provide this service without Department of Justice funding support.

## Supporting Older People in the Community

Grant assistance from the HSE has helped advance our work supporting older people in the community. Funding was used to refit the kitchen at The Bungalow, our community hub in Mervue. Funding was also used to purchase a new van to assist with the ever-growing number of meal deliveries made by our Meals4Health team.

COPE Galway is incredibly thankful for the support of our many grant funders who enable vital work across our services.





# Spotlight on Philanthropy

Supporting our work with children and older people.

For several years COPE Galway has benefited from philanthropic donations from Trusts, Foundations, and individual donors, who recognise the value and importance of investing in our work. This philanthropic funding plays a crucial role in supplementing funding from the State and enabling the development of new projects and initiatives in support of our clients.

Funding is often used to start a pilot project, and once that project has been shown to be effective, it is then developed into a larger service offering. Over time, the impact of the project is measured and independently evaluated. We then endeavour to demonstrate this impact evidence to State funders to obtain long term, sustainable funding to secure delivery of this service into the future.

Much of our work with children, and with older people in the community is being supported through philanthropy.

## Solas Óg Children and Young People's Service

Since 2019, multi-year funding from two charitable trusts has enabled and supported Solas Óg in becoming the leading provider of therapeutic supports to children and young people affected by domestic abuse in Galway. When this funding was first secured, we set out to develop Solas Óg as a best practice, child centred domestic abuse service that would strengthen the self-esteem, resilience and mental health of children and young people, support mothers in parenting their children, and raise awareness of healthy relationships with young people.

Thanks to this philanthropic funding much has been achieved towards these objectives. Solas Óg now offers one-to-one therapeutic support and parenting support to young people and their mothers living in our refuge at Modh Eile House. The same service is offered through outreach in schools and community locations. We run regular youth groups and a creative space group from Modh Eile House, and have an education team who facilitate our Healthy and Unhealthy Relationships Workshops in schools.







## Helping Kids First

COPE Galway's Family Service works with families experiencing homelessness and those at risk of becoming homeless. Keyworkers support families in maintaining emergency accommodation, exploring options for alternative accommodation, and assisting families to move out of emergency accommodation into their own homes. Given the very high caseload, the primary focus of keyworkers is in supporting families to secure and maintain accommodation; they do not have the capacity to support families with the effects of living in emergency accommodation.

Our Helping Kids First programme, introduced in 2021, is addressing the serious impact of homelessness on children and their parents by supporting the physical, emotional, social and educational development needs of children living in emergency accommodation.

This project, funded entirely through philanthropy, funds one Child Support Worker, who works with an average of 120 families at any one time. Homework clubs, day trips, extra-curricular activities and one-to-one support are some of the services offered to children and families.

## Community Support Work

For decades, COPE Galway's Senior Support Service has relied on philanthropic support to fund services and programmes. From community support projects in the city centre, to the development of lunch clubs throughout the city and county and the introduction of numerous befriending and age well programmes, these initiatives have been made possible with private philanthropic support.

In 2022 a significant milestone was reached when funding was provided by Galway City Council for one full time Community Support Worker – representing a shift from almost total reliance on philanthropy to more secure funding for this service. This was followed in 2023 by additional funding from the HSE for a Community Activities Worker, to support the expansion of work with older people in Mervue and surrounding areas.



These projects are excellent examples of how philanthropic funding can be used to develop and grow new initiatives, and to showcase their impact to secure sustainable funding.

We are extremely grateful to all of our philanthropic supporters, who are enabling innovation in service development and the expansion of our reach and impact throughout our services.



# Finance and Governance



# COPE Galway Financial Review

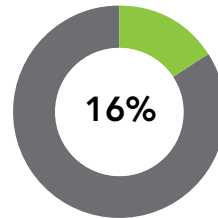
## Income

The operating income for 2024 (excluding Private Emergency Accommodation funding of €5,233,232) was €11,007,510 representing an increase of €559,645 or 5% over the prior year.

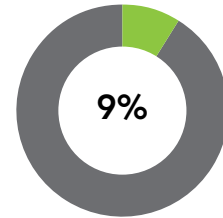
The increase in funding is largely attributable to public funding (€207,060), fundraising income (€256,843), earned income (€93,650) and grant income (€4,416), offset by a decrease in other income (€2,324). A full breakdown of income is available at Note 3 to the Financial Statements.

Statutory income represents 75% of operating income (excluding Private Emergency Accommodation funding) in 2024. The statutory bodies below contributed to the statutory income during 2024:

### Fundraising, Grants & Retail Income

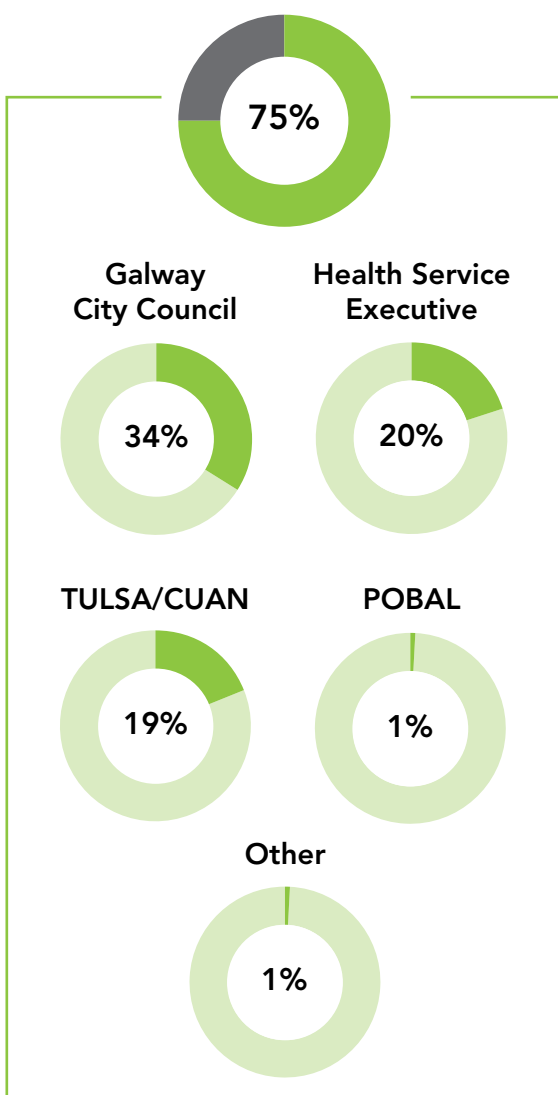


### Service Charges & Other Income



Fundraising, grants and retail income accounted for 16% of total income (excluding Private Emergency Accommodation funding), while service charges and other income accounts for 9%.

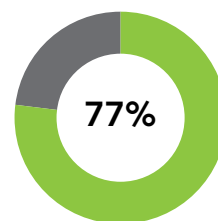
## Statutory Income



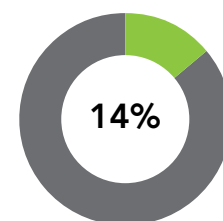
## Operating Costs

The total cost of operating our services in 2024 was €10,824,865 (excluding Private Emergency Costs of €5,564,788 and depreciation of €239,378) representing an increase of €1,670,617 or 18% over the prior year. The increase is attributable to an increase in staff costs and service overheads in 2024. Expenses are analysed in the visual below:

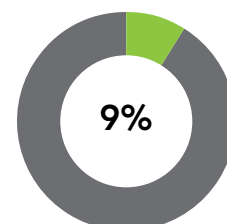
### Services



### Support Services



### Fundraising, Retail, Marketing & Communications



The deficit for the financial year amounted to €388,289 (2023 surplus €1,128,153). The net deficit figure is a direct result of SORP accounting.

## 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.

Maintaining adequate operating reserves is essential, particularly as costs continue to rise annually and due to the organisation's dependence on fundraising and philanthropy, grant, earned and other income, which accounted for 25% of total income in 2024.

# Financial Statement

## Income & Expenditure Account for year ended 31 December 2024

### Income

	2024 (€)	2023 (€)
HSE	2,195,656	2,374,788
Galway City Council	3,761,699	3,730,638
TUSLA	963,394	1,778,863
CUAN	1,102,991	-
Galway County Council	39,000	79,004
Fundraising (to include Grants) and Retail	1,732,257	1,470,998
Service Charges	1,010,417	916,768
Other Income	202,096	96,806
	11,007,510	10,447,865
Private Emergency Accommodation Funds	5,233,232	4,897,469
Capital Assistance Scheme Funds	-	48,609
	<b>16,240,742</b>	<b>15,393,943</b>

### Expenditure

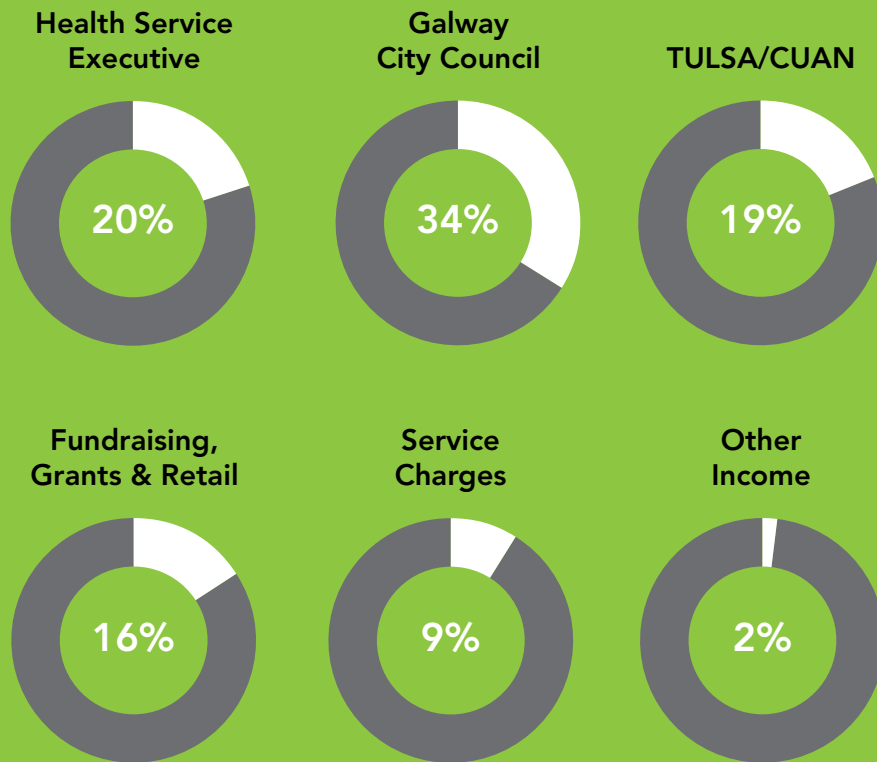
	2024 (€)	2023 (€)
Homeless Service	4,702,946	3,929,456
Domestic Abuse Service	2,274,013	1,885,622
Senior Support Service	1,298,212	1,216,146
Fundraising, Retail, Marketing & Communications	1,028,570	682,056
Support Services	1,521,124	1,440,968
	10,824,865	9,154,248
Private Emergency Accommodation Costs	5,564,788	4,880,213
Depreciation	239,378	231,329
	<b>16,629,031</b>	<b>14,265,790</b>

COPE Galway adopted SORP 2014 from 1st January 2015.

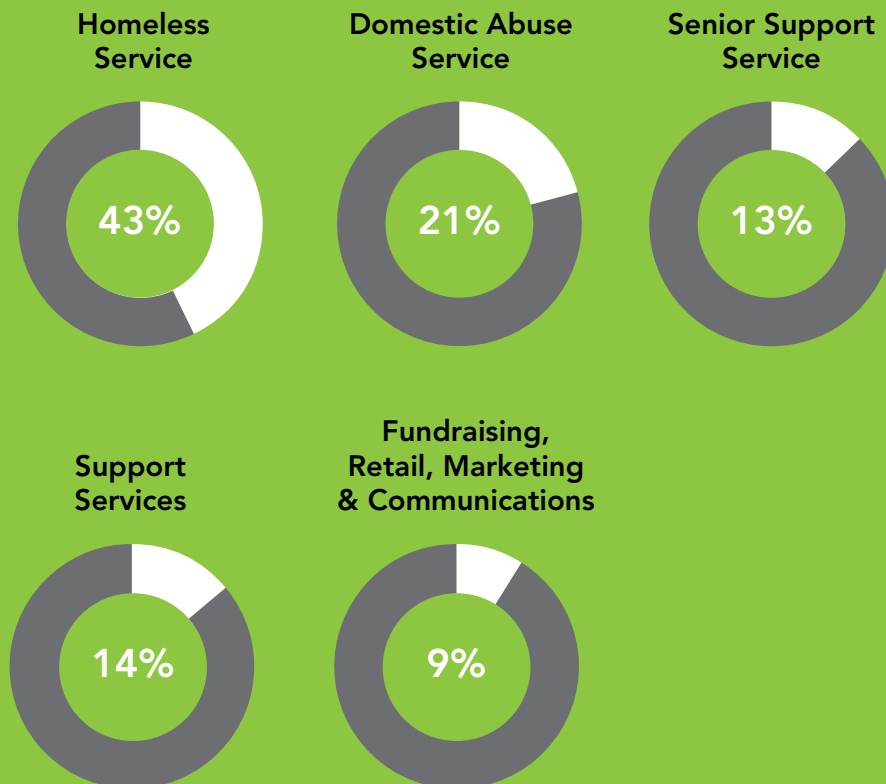
Our audited accounts are available at the end of this report and on our website [www.copegalway.ie](http://www.copegalway.ie)



## 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 2024



**COPE Galway**

 <p><b>Padraic Timon</b> Chairperson</p>	 <p><b>Ashling McEllin</b> Vice Chairperson</p>	 <p><b>Caroline Healy</b></p>	 <p><b>Ciara Greaney</b></p>	
 <p><b>Colette Mangan</b></p>	 <p><b>Colm O'Donnellan</b></p>	 <p><b>Cormac Kennedy</b></p>	 <p><b>Gerald Keys</b></p>	 <p><b>Dermot Nolan</b></p>
 <p><b>Declan Varley</b></p>	 <p><b>Fr. Hugh Clifford</b></p>	 <p><b>Kevin Clancy</b> Appointed 26/01/24</p>	 <p><b>Seamus Lennon</b> Resigned 19/07/24</p>	

COPE Galway's voluntary Board of Directors, our "Charity Trustees", play a vital governance role, ensuring strategic oversight, legal compliance, and responsible stewardship of resources. Board members act in a fiduciary capacity – setting the organisation's direction, monitoring performance, and safeguarding our values and mission. They are legally accountable under the Companies Act and Charities Act, and must adhere to the Charities Governance Code, ensuring transparency, ethical conduct, and the long-term sustainability of the organisation.

Operational responsibility is delegated to the Chief Executive Officer (CEO), who is not a member of the board. COPE Galway Board of Directors is accountable to itself, its funders and its clients. The board has no personal or beneficial interest and does not conflict with its obligations to COPE Galway.

At COPE Galway, we are committed to maintaining the highest standards of governance, accountability and transparency. As such, our Board of Directors

has adopted a Governance Framework, which goes beyond the minimum legal requirements and sets out procedures and practices to ensure COPE Galway operates, at all times, to the highest standards of best practice (see page 76).

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

2024 saw COPE Galway's Board of Directors hold six board meetings, with 80% attendance overall, including one strategic 'away day' for directors and senior leaders. The table on the next page indicates the various seat allocations, meeting attendance and years of service of the board members.



For more information on our board members, please visit: [www.copegalway.ie/board](http://www.copegalway.ie/board)

## COPE Galway Board of Management 2024

Board Member	Role / Representation	Term in Years (As of 2023)	Attendance in 2023	Term in Years (As of 2024)	Attendance in 2024
Padraic Timon (Chairperson)	Business Development	4	5/6	5	5/6
Cormac Kennedy	Corporate Governance	2	6/6	3	6/6
Ashling McEllin (Vice Chairperson)	Communications and Senior Management	4	4/6	5	5/6
Caroline Healy	Human Resources	4	5/6	5	4/6
Colette Mangan	Staff Representative / Client Services	3	6/6	4	4/6
Ciara Greaney	Change Management	3	5/6	4	5/6
Dermot Nolan	Finance	1	3/4	2	4/6
Seamus Lennon	Quality	5	4/6	6 Resigned 19/07/24	3/3
Declan Varley	Marketing and Communications	1	3/3	2	5/6
Colm O'Donnellan	Fundraising / Property Development	3	4/6	4	4/6
Fr Hugh Clifford	Diocesan / Advocacy	1	2/2	2	5/6
Gerald Keys	Legal	2	5/6	3	5/6
Kevin Clancy	Public Sector	n/a	n/a	1 Appointed 26/01/24	6/6

## Subcommittees

COPE Galway's Board of Directors has established five subcommittees (see table opposite) to assist it in its work and deliberations. These subcommittees foster a leadership culture that empowers staff to take ownership of strategic implementation. Chaired by a director, each subcommittee focuses on specific areas of the organisation and reports to the board on a rotation basis at every second meeting regarding progress and challenges in achieving organisational priorities. Other subcommittee members include members of staff and external experts.

### Subcommittees 2024

Governance, Risk & Internal Controls

Finance and Revenue Generation

Our People

Services

Impact & Advocacy



# Governance Framework

COPE Galway is committed to the highest standards of governance, transparency, and accountability in line with national regulatory requirements and sectoral best practice.

## Principles of Good Governance

COPE Galway fully adheres to the **Charities Regulator's Governance Code**, which outlines six core principles of good governance for charitable organisations in Ireland. Our Board of Directors has formally adopted the code and reviews our compliance annually. In 2024, COPE Galway confirmed full compliance with the code following an internal governance review.

## Approved Housing Body Regulatory Authority

As a registered Approved Housing Body, with the Approved Housing Body Regulatory Authority, COPE Galway submitted its Annual Return of Compliance in 2024, as required under the Housing (Regulation of Approved Housing Bodies) Act 2019.

## Service Level Agreements

COPE Galway maintains formal Service Level Agreements (SLAs) with all key statutory funders and complies with each respective governance framework. We comply with the requirements of the following:

- Health Service Executive (HSE) – SLA and HSE Code of Governance
- Tusla – SLA and Tusla Governance Framework
- Galway City and County Councils
- CUAN – SLA and CUAN Code of Governance

## Transparency and Accountability

### 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 public, beneficiaries and donors, and operates to the Triple Lock Standards – transparent reporting, ethical fundraising and good governance.

## Fundraising Practice and Activities

We are dedicated to achieving the highest standards and following best practice in fundraising. We are fully committed to achieving the standards contained within the Guidelines for Charitable Organisations on Fundraising from the Public set out by the Charities Regulator; to ensure that we undertake our activities with respect, honesty and integrity; that we are transparent and accountable in all our actions. Our Donor Charter clearly outlines our commitment to ethical fundraising practices and responsible stewardship of donor funds.

## Financial Accounting & Reporting

Regular financial monitoring and reporting to the board are in place, supported by robust budgetary controls and oversight mechanisms. Our financial statements are prepared in accordance with the Charity SORP (FRS 102) and are independently audited. Audited accounts are submitted to the Companies Registration Office (CRO) and the Charities Regulatory Authority, and are made publicly available on our website to ensure stakeholders can easily access and evaluate their financial accountability, in the interest of full transparency.

## Managing Risk and Internal Controls

The Governance, Risk & Internal Controls Subcommittee reports directly to the Board of Directors on the effectiveness of COPE Galway's internal control systems. This includes oversight of the control environment, assessment of key operational and strategic risks and a review of management's assurances on risk mitigation.

## Internal Audit

COPE Galway engages Mazars as its internal auditors. The internal audit function provides independent assurance to the board and CEO regarding the adequacy and effectiveness of internal controls. The internal auditors ascertain if the key processes for controlling operations, as they have been designed and represented by management, are adequate and functioning as intended, which supports continuous improvement in the governance and risk management framework.

# Board Member Updates in 2024

## New Board Member in 2024

### Kevin Clancy



Kevin Clancy has over 40 years' experience in health and social care with extensive experience in service development, operational leadership, and strategic transformation across Ireland's nonprofit and public sectors, working with the Western Health Board, the HSE and Rehab Group.

Based in Galway, Kevin served as General Manager for the West and North West Region at RehabCare, a division of the Rehab Group, where he oversaw a diverse portfolio of disability and social care services. His leadership was instrumental in expanding community-based programmes and enhancing service quality throughout the region.

Kevin was involved in the GAA all his life at all levels as a player, coach and administrator.

## Board Resignation in 2024

### Seamus Lennon



Seamus Lennon retired in July 2024 having completed two full three-year terms. Throughout his tenure, Seamus brought deep insight and a compassionate perspective to the challenges facing the individuals and families we support. His presence on the board was marked by empathy, wisdom, and a steadfast commitment to the values at the heart of our work. We are sincerely grateful to Seamus for his dedicated service and meaningful contribution to COPE Galway's mission.

COPE Galway's Board of Directors 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 2024.**



# COPE Galway Directors' Report and Financial Statements

Year ended 31 December 2024

Directors and Other Information .....	79
Directors' Report .....	80
Directors' Responsibilities Statement .....	83
Independent Auditors Report .....	84
Statement of Financial Activities .....	87
Balance Sheet as at 31 December 2024 .....	88
Statement of Changes in Funds .....	89
Statement of Cash Flows .....	89
Notes to the Financial Statements .....	90
Appendices .....	100



# Directors and Other Information

<b>Directors</b>	Padraic Timon (Chairperson) Ashling McEllin Caroline Healy Ciara Greaney Colette Mangan Colm O'Donnellan Cormac Kennedy Gerald Keys Dermot Nolan Declan Varley Fr Hugh Clifford Kevin Clancy (appointed 26 January 2024) Seamus Lennon (resigned 19 July 2024)
<b>Secretary</b>	Neil McNeill
<b>Company Number</b>	248134
<b>Charity Number</b>	6339
<b>CRA Number</b>	20011314
<b>Auditors</b>	Moore Ireland Audit Partners Limited, Galway Financial Services Centre, Moneenageisha Road, Galway
<b>Bankers</b>	Bank of Ireland, Eyre Square, Galway
<b>Solicitors</b>	Purdy Solicitors, Corrib Castle, Waterside, Galway William F Semple & Co, Lough Corrib House, Waterside, Galway Ronan Daly Jermyn, Aengus House, Dock Street, Galway
<b>Registered Office</b>	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 Company Limited by Guarantee (CLG) for the year ended 31 December 2024.

COPE Galway is a local charity providing essential social services in Galway. We respond to the needs of people experiencing homelessness, women and children subjected to domestic abuse, and we support older people towards healthy, independent ageing.

## Vision

COPE Galway CLG's vision is for 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.

In delivering essential social services across Galway city and county in 2024, we worked with more than 3,000 people across our homeless, domestic abuse and senior support services. For almost 60 years COPE Galway staff, volunteers and supporters have been united in their commitment to creating change, supporting and empowering people who find themselves facing life's toughest challenges. We are driven by the belief that everyone should have access to their basic human rights. We know that behind every number lies a unique person – a child, young person, an adult – each with their own individual story, their own hopes and dreams. Our dedicated team works tirelessly to create individualised, innovative solutions for each person's unique situation.

COPE Galway CLG employed 177 staff during 2024 and more than 253 volunteers offered their support for over 42,666 hours across our services. We could not have delivered the range of services we provide without our phenomenal staff and volunteers. The support of our funders, donors and the public was also crucial in maintaining service levels throughout the year.

COPE Galway is deeply woven into the fabric of the Galway community. Our work is built on a foundation of community spirit and the belief that together, we can make a positive difference for people during challenging times in their lives.

## Financial Review

The operating income for 2024 (excluding Private Emergency Accommodation funding of €5,233,232) was €11,007,510 representing an increase of €559,645 or 5% over the prior year.

The increase in funding is largely attributable to public funding (€207,060), fundraising income (€256,843) and earned income (€93,650) and grant income (€4,416), offset by a decrease in other income (€2,324). A full breakdown of income is available at Note 3 to the Financial Statements.

Statutory income represents 75% of operating income (excluding Private Emergency Accommodation funding) in 2024. The following statutory bodies contributed to the statutory income during 2024:

- Galway City Council 34%
- Health Service Executive 20%
- TUSLA/CUAN 19%
- POBAL 1%
- Other 1%

Fundraising, retail and grant income accounted for 16% of total income (excluding Private Emergency Accommodation funding), while service charges and other income accounted for 9%. In 2024, COPE Galway received 75% of its funding from the state, highlighting the reliance on fundraising and philanthropy, grant, earned and other income, the pressing need for a more sustainable funding model and the requirement for robust operating reserves to ensure the continuity of service delivery.

The total cost of operating our services in 2024 was €10,824,865 (excluding Private Emergency Costs of €5,564,788 and depreciation of €239,378) representing an increase of €1,670,617 or 18% over the prior year. The increase is attributable to an increase in staff costs and service overheads in 2024. Expenses are analysed as follows:

- Services 77%
- Support Services 14%
- Fundraising, Retail, Marketing & Communications 9%

The deficit for the financial year amounted to €388,289 (2023 surplus €1,128,153). The net deficit 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.

	2024 (€)	2023 (€)
Private Emergency Accommodation funding for 2024	-	140,000
Private Emergency Accommodation funding for 2024 received in 2025	(454,299)	-
HSE Funding for Senior Support Service 2024	-	100,000
HSE funds for Temporary Emergency Accommodation project	(45,000)	(20,556)
Increase / (decrease) in funds designated for a specific purpose	194,720	260,966
Galway City Council funds for Housing First Regional Project	31,561	45,229
<b>Total</b>	<b>(273,018)</b>	<b>525,639</b>

A full analysis of reserves at 31 December 2024 is presented in the Statement of Changes in Funds on page 89 of the Financial Statements. At the end of the year, the company has assets of €13,856,371 (2023 €13,679,644) and liabilities of €2,093,276 (2023 €1,528,260). The net assets of the company have decreased by €388,289.

## 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.

Maintaining adequate operating reserves is essential, particularly as costs continue to rise annually and due to the organisation's dependence on fundraising and philanthropy, grant, earned and other income, which accounted for 25% of total income in 2024.

## 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 CLG 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 essential social services in Galway since 1965. COPE Galway CLG 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.



COPE Galway CLG 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 CLG is managed by the Board of Directors which comprises 12 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 2024 and are supported by a subcommittee structure which deals with specific areas.

The board has delegated authority for the day to day running of the charity to the Chief Executive Officer (CEO) supported by a Senior Leadership Team. The CEO 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 supports the Board of Directors in assessing the effectiveness of the systems established, 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 CLG has standard procedures in place which comply with various legal and governance requirements including the Charities Act 2009, health & safety, company law, General Data Protection Regulation (GDPR), Children First legislation, and governance relating to service level agreements with our various funders.

### **Finance and Revenue Subcommittee**

The Finance and Revenue Subcommittee provides strategic advice and has oversight of the finance and fundraising function of the organisation. The subcommittee does 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 CLG would like to thank and acknowledge the immense efforts made by all staff and volunteers during 2024. Without your efforts we would not be able to continue to support people in our community during their most challenging times. 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 2024 on behalf of the board.



**Padraic Timon, Director**



**Dermot Nolan, 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 (SORP);
- 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 23rd May 2025 and signed on its behalf by:



Padraic Timon, Director



Dermot Nolan, Director

# Independent Auditors Report to the Members of COPE Galway CLG on the audit of the financial statements for the year ended 31 December 2024

## Opinion

We have audited the charity financial statements of COPE Galway Company Limited by Guarantee for the financial year ended 31 December 2024 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 2024 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 Directors' 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 Directors' 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  
Moore Ireland Audit Partners Limited  
Registered Auditors  
Galway Financial Services Centre  
Moneenageisha Road  
Galway

Date: 23rd May 2025

# Statement of Financial Activities

(incorporating Income & Expenditure Account)

	Note	2024 (€) Unrestricted	2024 (€) Designated	2024 (€) Restricted	2024 (€) Total	2023 (€) Total
<b>Income &amp; Endowments from:</b>						
Donations & Legacies	3	529,173	680,735	-	1,209,908	1,029,832
Charitable Activities	3, 3A	1,010,417	337,989	13,427,457	14,775,863	14,183,584
Other Trading Activities		158,618	85,300	-	243,918	167,151
Other		11,053	-	-	11,053	13,376
<b>Total Income</b>		<b>1,709,261</b>	<b>1,104,024</b>	<b>13,427,457</b>	<b>16,240,742</b>	<b>15,393,943</b>

## Expenditure on:

Raising Funds	4	-	-	-	-	-
Fundraising		558,832	1,000	-	559,832	442,351
Charity Shop		118,967	207,754	-	326,721	108,984
Charitable Activities	4	-	-	-	-	-
Homeless Service		-	320,011	10,734,511	11,054,522	9,556,154
Domestic Abuse Service		-	237,706	2,459,206	2,696,912	2,279,833
Senior Support Service		-	124,817	1,370,091	1,494,908	1,409,058
Marketing & Communications	4	256,758	-	-	256,758	238,081
Other	5	83,178	18,016	138,184	239,378	231,329
<b>Total Expenditure</b>		<b>1,017,735</b>	<b>909,304</b>	<b>14,701,992</b>	<b>16,629,031</b>	<b>14,265,790</b>

<b>Net income/ (expenditure)</b>	6	691,526	194,720	(1,274,535)	(388,289)	1,128,153
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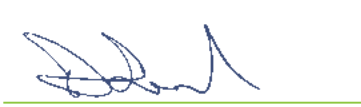
## Transfer between funds:

Between Unrestricted and Restricted	7	(987,585)	-	987,585	-	-
Between Unrestricted and Designated	7	296,059	(296,059)	-	-	-
Between Restricted and Designated	7	-	718,320	(718,320)	-	-
<b>Net Movements in Funds</b>		<b>-</b>	<b>616,981</b>	<b>(1,005,270)</b>	<b>(388,289)</b>	<b>1,128,153</b>

The financial statements were approved by the Board of Directors on 23rd May 2025.  
They were signed on its behalf by:



Padraic Timon, Director



Dermot Nolan, Director

Date: 23rd May 2025

The notes on pages 90 to 99 form an integral part of the financial statements.



# Balance Sheet as at 31 December 2024

	Note	2024 (€)	2023 (€)
<b>Fixed Assets</b>			
Property, Plant and Equipment	11	7,890,153	8,055,254
<b>Current Assets</b>			
Stock		7,800	4,612
Debtors	12	803,115	514,302
Cash at Bank and in hand	13	5,155,303	5,105,476
		5,966,218	5,624,390
<b>Creditors: Amounts Falling Due Within One Year</b>	14	(1,808,962)	(1,219,642)
<b>Net Current Assets</b>		<b>4,157,256</b>	<b>4,404,748</b>
<b>Total Assets less current liabilities</b>		<b>12,047,409</b>	<b>12,460,002</b>
<b>Creditors: Amounts Falling Due After More Than One Year</b>	15	(284,314)	(308,618)
<b>Net Assets</b>		<b>11,763,095</b>	<b>12,151,384</b>
<b>Funds of the Charity</b>			
Unrestricted Funds			
<i>General Funds</i>		1,189,999	1,189,999
<i>Designated Funds</i>		4,508,411	3,891,430
Restricted Funds			
<i>Capital Funds</i>		6,064,685	7,069,955
<b>Total Funds</b>		<b>11,763,095</b>	<b>12,151,384</b>

The financial statements were approved by the Board of Directors on 23rd May 2025.  
They were signed on its behalf by:



Padraic Timon, Director



Dermot Nolan, Director

Date: 23rd May 2025

The notes on pages 90 to 99 form an integral part of the financial statements.

# Statement of Changes in Funds

	Unrestricted General (€)	Unrestricted Designated (€)	Restricted (€)	Total (€)
Balance 01 January 2023	1,793,555	2,286,200	6,943,476	11,023,231
Net income/(expenditure) 2023	(603,556)	1,605,230	126,479	1,128,153
Balance 31 December 2023	1,189,999	3,891,430	7,069,955	12,151,384
Balance 01 January 2024	1,189,999	3,891,430	7,069,955	12,151,384
Net income/(expenditure) 2024		616,981	(1,005,270)	(388,289)
<b>Balance 31 December 2024</b>	<b>1,189,999</b>	<b>4,508,411</b>	<b>6,064,685</b>	<b>11,763,095</b>

The General reserve represents the free funds of the charity which are not designated for particular purposes. This includes COPE Galway CLG's investment of €1,174,856 in the Domestic Abuse Service 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 €5,930,102;

€5,000 in relation to funds received from TUSLA for the Solas Óg programme in 2025;

€115,114 in relation to funds received from Galway City Council for the Housing First Regional Programme in 2025;

€14,469 in relation to funds received from the HSE in relation to Senior Support Service project in 2025.

# Statement of Cash Flows

	Note	2024	2023
<b>Cashflow from Operating Activities</b>			
Cash generated from operations	16	124,104	1,835,002
<b>Cash flows from investing activities</b>			
Purchase of tangible assets		(74,277)	(51,973)
		49,827	1,783,029
<b>Net increase/(decrease) in cash and cash equivalents</b>		49,827	1,783,029
<b>Cash and cash equivalents at beginning of year</b>		5,105,476	3,322,447
<b>Cash and cash equivalents at end of year</b>	13	<b>5,155,303</b>	<b>5,105,476</b>

# Notes to the Financial Statements

## 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 CLG is a local Galway charity that provides services and supports to people affected by homelessness, to women and children experiencing domestic abuse, and which offers nutritional and social supports for older people.

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

### (a) Basis of preparation

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

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

### (b) Statement of Financial Activities

#### Income

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

#### Donations and Legacies

- » Donations, gifts and legacies are included in full in the Statement of Financial Activity when receivable.

#### Income from Charitable Activities

- » Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- » Rent receipts are recognised when received and meal receipts are recognised on an invoice basis.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

Other trading and investment income is included when received.

### Expenditure

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

Costs of generating funds comprise the costs associated with attracting voluntary income, the costs of the fundraising department including costs in relation to fundraising events and the operating costs of the charity shops.

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:

<b>Buildings</b>	2% straight line on cost
<b>Motor vehicles</b>	12.5% straight line on cost
<b>Office Equipment</b>	15% straight line on cost
<b>Fixtures and Fitting &amp; equipment</b>	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 €232,952.

**(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 assets' 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

	2024 (€)	2023 (€)
<b>Fundraising Income</b>	<b>1,209,908</b>	<b>1,029,832</b>

#### Income for Charitable Activities 2024

The company received the following income for charitable activities during the year:

	2024 (€)	2023 (€)
Health Service Executive – Homeless Service Funding	1,894,782	1,705,601
Health Service Executive – Senior Support Service Funding	300,874	669,189
Galway City Council – Homeless Service Funding	3,709,438	3,687,525
Galway City Council – Capital Assistance Scheme Grant	-	48,609
Galway City Council – Private Emergency Accommodation	4,586,335	3,675,853
Galway City Council – Senior Support Service Funding	52,261	43,113
TUSLA – The Child & Family Agency	963,394	1,778,863
CUAN - The Domestic, Sexual and Gender-Based Violence Agency	1,102,991	-
Galway County Council – Private Emergency Accommodation	646,897	1,221,616
Galway County Council – Homeless Service Funding	39,000	79,004
Childcare Subvention (Department of Children and Youth Affairs)	90,855	61,550
Commission for Supporting Victims of Crime	33,750	15,000
POBAL Community Services Programme	59,559	-
Meal Receipts	654,123	590,162
Rental Income	356,294	326,606
The Ireland Funds – Donor Advised Fund	189,000	139,500
POBAL Scaling Fund for Social Enterprises	25,419	38,129
Galway City Council Grants	21,921	8,465
The Ireland Funds – Reconnection Grant	20,000	20,000
Women's Aid Emergency Fund	10,000	10,000
Safe Ireland	5,000	-
Department of Children, Equality, Disability, Integration and Youth	3,490	-
TUSLA - The Child & Family Agency Grant	3,000	-
The Community Foundation of Ireland Toy Show Grant	-	32,000
Department of Justice Victims of Crime Grant	-	10,000
Department of Health Period Poverty Grant	-	10,000
Community Foundation of Ireland Grant	-	5,000
Galway City Partnership Grant	600	600
Age and Opportunity National Grant	-	320
Other Miscellaneous	6,880	6,879
	<b>14,775,863</b>	<b>14,183,584</b>

### 3A. INCOME

Included in restricted charitable activities income is €5,233,232 (2023 €4,897,469) received from Galway City Council and Galway County Council to reimburse the cost of

the emergency accommodation paid out by COPE Galway CLG on behalf of both Galway City Council and Galway County Council as detailed in note 4 of the accounts.

## 4. EXPENDITURE

### Expenditure on Charitable Activities 2024

	Homeless Service (€)	Domestic Abuse Service (€)	Senior Support Service (€)	Total 2024 (€)	Total 2023 (€)
<b>Direct Costs</b>					
Staff Costs	3,228,380	1,655,799	704,199	5,588,378	4,709,138
Client Food Costs	177,858	8,600	194,437	380,895	426,249
Service Costs	976,697	371,908	274,758	1,623,363	1,470,738
Client Support Services	320,011	237,706	124,817	682,534	425,099
Emergency Accommodation	5,564,788	-	-	5,564,788	4,880,213
<b>Total Direct Costs</b>	<b>10,267,734</b>	<b>2,274,013</b>	<b>1,298,211</b>	<b>13,839,958</b>	<b>11,911,437</b>
Support Costs	786,788	422,899	196,697	1,406,384	1,333,608
<b>Total Expenditure</b>	<b>11,054,522</b>	<b>2,696,912</b>	<b>1,494,908</b>	<b>15,246,342</b>	<b>13,245,045</b>

### Expenditure on Raising Funds 2024

Reflects the expenditure of the fundraising department, marketing & communications and the operation of the charity shops.

	Marketing & Communications (€)	Fundraising (€)	Shop (€)	Total 2024 (€)	Total 2023 (€)
<b>Direct Costs</b>					
Staff Costs	186,961	276,896	84,681	548,538	444,765
Event Costs	-	70,368	-	70,368	97,096
Service Costs	42,751	154,378	212,535	409,664	140,195
<b>Total Direct Costs</b>	<b>229,712</b>	<b>501,642</b>	<b>297,216</b>	<b>1,028,570</b>	<b>682,056</b>
Support Costs	27,046	58,190	29,505	114,741	107,360
<b>Total Expenditure</b>	<b>256,758</b>	<b>559,832</b>	<b>326,721</b>	<b>1,143,311</b>	<b>789,416</b>

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 during 31 December 2024.

	Fundraising (€)	Homeless Service (€)	Domestic Abuse Service (€)	Senior Support Service (€)	Total 2024 (€)
<b>Support Services</b>	<b>114,741</b>	<b>786,788</b>	<b>422,899</b>	<b>196,697</b>	<b>1,521,125</b>

## 5. NET INCOME IS STATED AFTER CHARGING

	Total 2024 (€)	Total 2023 (€)
Depreciation	239,378	231,329

## 6. NET INCOME/(Loss) OF (€388,289) (2023: €1,128,153)

The net loss figure of €388,289 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 2024 (€)	Total 2023 (€)
Private Emergency Accommodation funding for 2024	-	140,000
Private Emergency Accommodation funding for 2024 received in 2025	(454,299)	-
HSE Funding for Senior Support Service 2024	-	100,000
HSE funds for Temporary Emergency Accommodation project	(45,000)	(20,556)
Increase / (decrease) in funds designated for a specific purpose	194,720	260,966
Galway City Council funds for Housing First Regional Project	31,561	45,229
<b>Total</b>	<b>(273,018)</b>	<b>525,639</b>

## 7. TRANSFER BETWEEN FUNDS

Transfer between Unrestricted and Restricted Funds €987,585. This amount represents COPE Galway CLG's contribution to the funding of services. This is the cost incurred within the Homeless, Domestic Abuse and Senior Support Service that were not covered by restricted income received during the year.

COPE Galway did not transfer funds to the sinking fund in 2024. The total sinking fund is €232,952 as at 31st December 2024.

Transfer between Unrestricted and Designated Funds €296,059. This is a contribution from General Designated fund (operating reserve) to Unrestricted Funds due to a deficit in 2024, in line with COPE Galway CLG's operational reserves plan.

Transfer between Restricted Funds and Designated Funds €718,320. This represents amounts previously restricted and transferred to the operating reserve to be used for future Homeless Service projects.

## 8. 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 Senior Management Team and the Company Secretary. The compensation paid or payable to key management for employee services is shown below:

### Key Management Compensation:

	Total 2024 (€)	Total 2023 (€)
Salaries and PRSA costs	835,131	792,430



## 9. STAFF NUMBERS AND COSTS

	2024	2023
Homeless Service	80	74
Domestic Abuse Service	43	39
Senior Support Service	20	19
Fundraising, Marketing & Charity Shop	12	11
Support Services	22	22
<b>Total</b>	<b>177</b>	<b>165</b>

The aggregate payroll costs of these employees were as follows:

	2024 (€)	2023 (€)
Wages & Salaries	6,741,695	5,753,377
Employers PRSI Contributions	711,520	601,708
Retirement Benefits	163,712	136,103
	<b>7,616,927</b>	<b>6,491,188</b>

The number of employees whose basic salary was greater than €60,000 was 15 as follows:

Salary Range:	2024	2023
€60,000 - €69,999	7	-
€70,000 - €79,999	2	4
€80,000 - €89,999	4	1
€90,000 - €99,999	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 2024 was as follows:

	2024 (€)	2023 (€)
CEO	96,994	93,696

## 10. TAX ON SURPLUS ON ORDINARY ACTIVITIES

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

## 11. TANGIBLE FIXED ASSETS

	Land & Buildings (€)	Office Equipment (€)	Fixtures and Fittings (€)	Motor Vehicles (€)	Total (€)
<b>Costs</b>					
At beginning of year	9,184,500	168,075	756,276	98,548	10,207,399
Disposals in year	-	-	-	(1,500)	(1,500)
Additions in year	-	-	9,328	64,949	74,277
<b>At end of year</b>	<b>9,184,500</b>	<b>168,075</b>	<b>765,604</b>	<b>161,997</b>	<b>10,280,176</b>
<b>Depreciation</b>					
At beginning of year	1,261,772	160,205	643,239	86,929	2,152,145
Disposal in year	-	-	-	(1,500)	(1,500)
Charge for Year	183,692	4,088	33,098	18,500	239,378
<b>At end of year</b>	<b>1,445,464</b>	<b>164,293</b>	<b>676,337</b>	<b>103,929</b>	<b>2,390,023</b>
<b>Net book value</b>					
At 31 December 2023	7,922,728	7,870	113,037	11,619	8,055,254
<b>At 31 December 2024</b>	<b>7,739,036</b>	<b>3,782</b>	<b>89,267</b>	<b>58,068</b>	<b>7,890,153</b>

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

## 12. DEBTORS

	2024 (€)	2023 (€)
Trade Debtors	589,053	243,074
Prepayments	68,475	59,017
Accrued Income	59,359	141,382
Other Debtors	86,228	70,829
	<b>803,115</b>	<b>514,302</b>

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

## 13. CASH AND CASH EQUIVALENTS

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

Held in reserve at the 31st December 2024 is €134,582 relating to 2025 state funded projects. There is also €3,587,852 held in reserve for designated projects and reserves. The combined Creditors and Debtors balance at 31 December 2024 amounted to a liability of €1,290,161.

	2024 (€)	2023 (€)
Cash and Bank Balances	5,150,503	5,105,426
Client Funds Held	4,800	50
	<b>5,155,303</b>	<b>5,105,476</b>

## 14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 (€)	2023 (€)
Trade Creditors	426,136	241,271
PAYE/PRSI	156,029	213,211
Accruals, Other Creditors	1,200,371	739,437
Bank Loan	26,426	25,723
	<b>1,808,962</b>	<b>1,219,642</b>

## CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR

	2024 (€)	2023 (€)
<b>Bank Loan:</b>		
Due in 1 to 2 years	52,851	51,446
Due in 2 to 5 years	105,704	102,890
Due in 5+ years	125,759	154,282
	<b>284,314</b>	<b>308,618</b>

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 CLG.

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

	2024 (€)	2023 (€)
Net Incoming Resources	(388,289)	1,128,153
<b>Adjustments for</b>		
Depreciation	239,378	231,329
<b>Changes in Working Capital</b>		
Movement in Stock	(3,188)	1,193
Movement in Debtors	(288,813)	214,792
Movement in Creditors	565,016	259,535
<b>Net Cash Generated from Operating Activities</b>	<b>124,104</b>	<b>1,835,002</b>

## 16. 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).

## 17. CAPITAL COMMITMENTS

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

	2024 (€)	2023 (€)
Contracted but not provided for in the financial statements	-	-
Not contracted and not provided for in the financial statements	-	-

## 18. RETIREMENT BENEFITS INFORMATION

Contributions outstanding at year-end amounted to €31,861 (2023: €49,834). The charity operates PRSA scheme that is open to substantially all the employees of the charity.

## 19. POST BALANCE SHEET EVENTS

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

## 20. APPROVAL OF THE FINANCIAL STATEMENTS

The Directors approved the financial statements on the 23rd May 2025.



# Appendix 1

## TUSLA/CUAN Funding and Expenditure Statement

Grant funding in the amount of €2,061,185 (2023 €1,773,663) was spent solely for the purposes of the TUSLA/CUAN funded services areas as outlined below. All 2023 figures below apply to TUSLA funding only.

Income	2024			2023		
	Direct (€)	Support (€)	Total (€)	Direct (€)	Support (€)	Total (€)
<b>Tusla/Cuan Funding</b>	1,912,246	148,939	2,061,185	1,640,312	133,351	1,773,663
<b>Administration Expenses</b>						
Salaries & Pension	1,546,454	116,777	1,663,231	1,265,408	101,815	1,367,223
Travel & Subsistence	32,019	1,385	33,404	41,608	692	42,300
Insurance	24,486	1,640	26,126	23,508	1,382	24,890
Light & Heat	53,923	937	54,860	75,419	665	76,084
Maintenance	47,458	668	48,126	62,099	1,953	64,052
Communications	9,186	781	9,967	8,817	641	9,458
Office Supplies	7,058	1,125	8,183	7,343	1,115	8,458
Staff Training	36,874	2,256	39,130	25,307	1,035	26,342
Auditor Fees	3,069	1,474	4,543	2,263	166	2,429
Professional & Contract Services	22,128	7,238	29,366	12,909	9,503	22,412
Housekeeping	37,055	87	37,142	39,396	104	39,500
IT Costs	49,589	3,955	53,544	34,358	2,407	36,765
Health & Safety	6,264	279	6,543	6,270	150	6,420
Food Costs	8,836	320	9,156	3,819	359	4,178
Program Costs	6,500	-	6,500	6,500	-	6,500
Miscellaneous	21,345	8,595	29,940	25,287	9,792	35,079
Bank Interest	2	1,422	1,424	1	1,572	1,573
	<b>1,912,246</b>	<b>148,939</b>	<b>2,061,185</b>	<b>1,640,312</b>	<b>133,351</b>	<b>1,773,663</b>
<b>Surplus / (Deficit)</b>	-	-	-	-	-	-

## TUSLA/CUAN Funding and Expenditure Statement

Support costs are the management costs incurred by COPE Galway to support the Domestic Abuse Service. TUSLA/CUAN provided COPE Galway CLG with funding towards support costs in the amount of €148,939 in 2024 (2023 €133,351). The actual support cost incurred by COPE Galway CLG for the running of the Domestic Abuse Service amounted to €422,899 in 2024 (2023 €394,211).

In addition to the above €5,200 (2023 €5,200) received from TUSLA towards a FEAD programme in Senior Support Service.

# Appendix 2

## POBAL Community Services Programme Grant

Agency	Pobal
Sponsoring Government Department	Department of Rural and Community Development
Grant Programme	Community Services Programme
Purpose of the Grant	Pay and general administration Service provision / charitable activity
Total Grant	€178,000
Grant taken to income in the period	€59,559
Cash received in the period	€59,559
Any grant amounts deferred or due at the period end	NIL
Expenditure	€44,950
Term	Expires 31 December 2025
Received year end	31 December 2024
Capital Grant	Nil
Restriction on use	Support for staff wages
Tax Clearance	Yes

# Appendix 3

## POBAL Community Services Programme (CSP) Grant

### Meals4Health Income and Expenditure Statement 31 December 2024

Surplus / (Deficit)	€
Meal Income	591,040
Statutory Income	236,950
POBAL CSP Income	59,559
Fundraising Income	4,845
	<b>892,394</b>

Administration Expenses	€
Salaries & Pension	483,346
Travel & Subsistence	11,798
Insurance	11,039
Light & Heat	44,857
Maintenance	36,046
Office Supplies	13,839
Rent & Rates	23,597
Professional Fees	1,813
Subscriptions	3,804
IT Costs	10,626
Staff Costs	6,711
Food Costs	171,405
Consumables	55,081
Miscellaneous	5,091
Bank Interest & Charges	4,774
	<b>883,827</b>

Surplus / (Deficit)	€
	<b>8,567</b>



Niamh Frawley – a nine-year-old fundraiser, who came up with lots of initiatives in 2024 to raise funds for people who use our services.

**Thanks Niamh – you truly inspired us with your passion, enthusiasm and generosity.**





“

You are not a drop in the ocean.  
You are the entire ocean in a drop.

”

RUMI



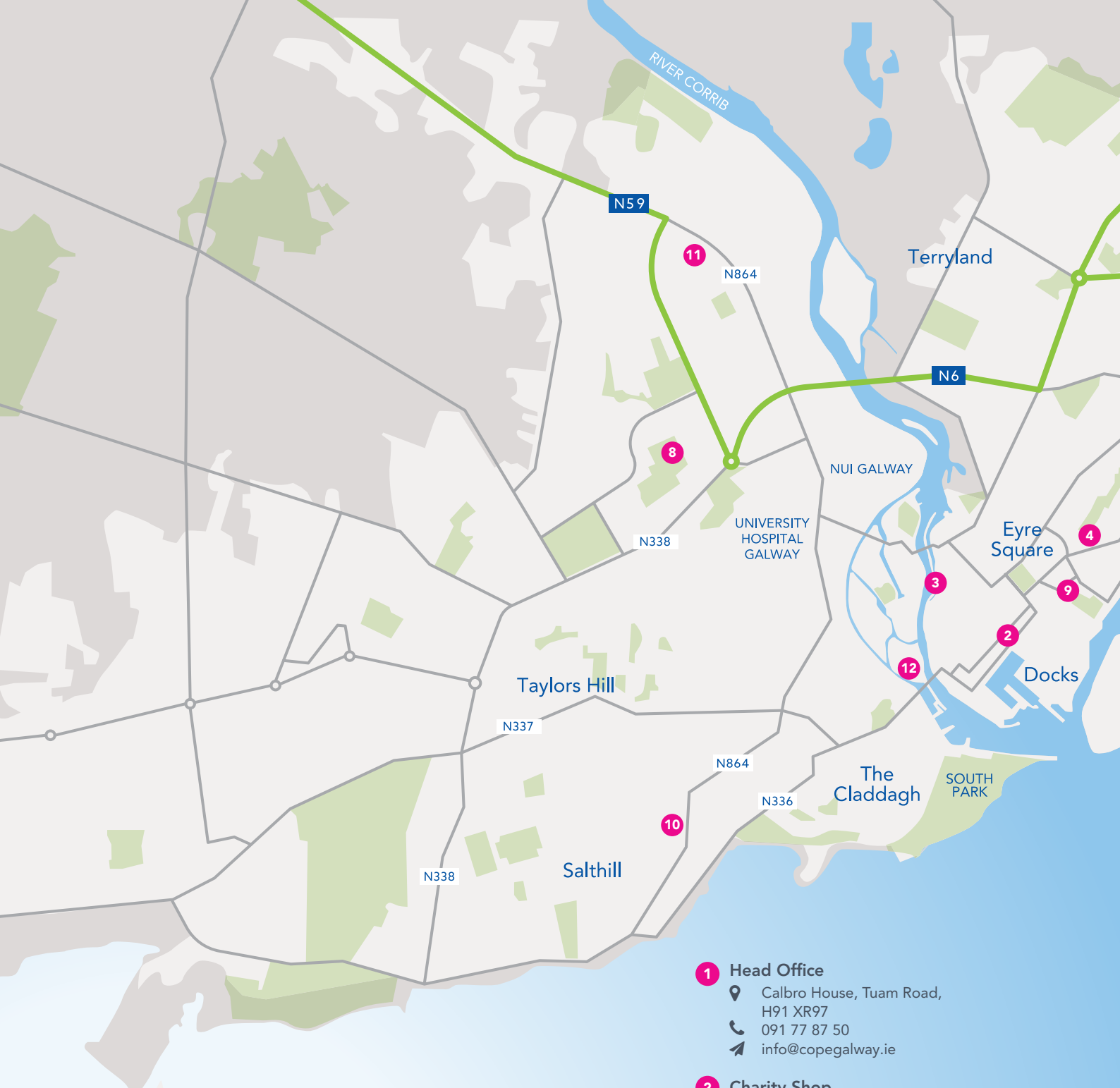
## IN MEMORY

In 2024, we said goodbye to cherished members of our community – clients, staff, volunteers, and friends – whose lives touched ours in kindness, in courage, and in the quiet ways they made life better for others. Each brought their own light, their own story, their own way of shaping the world around them.

We remember them with gratitude, with sadness, and with the steady knowledge that they remain sewn into the fabric of our community, deeply missed and dearly remembered.

**Go raibh suaimhneas síoraí  
dá n-anamacha.**





## 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

**3 Charity Shop - Limited Edition**  
 📍 Newtownsmith,  
 H91 HY4E  
 ☎ 086 206 1558

## Domestic Abuse Service

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



## Senior Support Service

- 5 Community Catering and Meals4Health Social Enterprise**
- 📍 Unit 5 Ballybane Industrial Estate, H91 Y7R9
  - ☎ 091 35 40 00
  - ✉ communitycatering@copegalway.ie
  - ✉ info@meals4health.ie
  - 🌐 www.meals4health.ie

## Community Support Services

- 6 Sonas Social Centre**
- 📍 1-3 Walter Macken Flats, Mervue, H91 X5P6
  - ☎ 091 75 34 02
  - ✉ sonas@copegalway.ie
- 6 Befriending Programme**
- 📍 1-3 Walter Macken Flats, Mervue, H91 X5P6
  - ☎ 086 201 2037
  - ✉ befriending@copegalway.ie
- 7 The Bungalow – Mervue Community Hub**
- 📍 Walter Macken Road, Mervue, H91 D25W
  - ☎ 085 747 50 21
  - ✉ thebungalow@copegalway.ie

## Homeless Service

- 1 Family Support Service**
- 📍 Lower Ground Floor, Calbro House, Tuam Road, H91 XR97
  - ☎ 091 52 75 71
  - ✉ familiessupport@copegalway.ie
- 8 COPE Galway Day Centre**
- 📍 16 Garraí an tSionnaigh, Bothar Le Cheile, Westside, Galway, H91 PV4Y
  - ☎ 091 52 52 59
  - ✉ daycentre@copegalway.ie
- 9 Fairgreen Hostel**
- 📍 Fairgreen Road, H91 D6F2
  - ☎ 091 56 88 18
  - ✉ fairgreen@copegalway.ie
- 10 Osterley Lodge**
- 📍 142 Lower Salthill Road, H91 DR44
  - ☎ 091 52 13 01
  - ✉ osterley@copegalway.ie

## GALWAY BAY

- 11 Family Hub**
- 📍 Corrib Haven, 107 Upper Newcastle, H91 HX51
  - ☎ 091 35 35 00
  - ✉ familyhub@copegalway.ie
- 12 Resettlement, Tenancy Support and Community Housing**
- 📍 12A Ruxton Court, Dominick Street Lower, H91 C662
  - ☎ 091 53 39 59
  - ✉ tenancysupport@copegalway.ie





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