



CLARE HAVEN SERVICES

2019 Annual Report



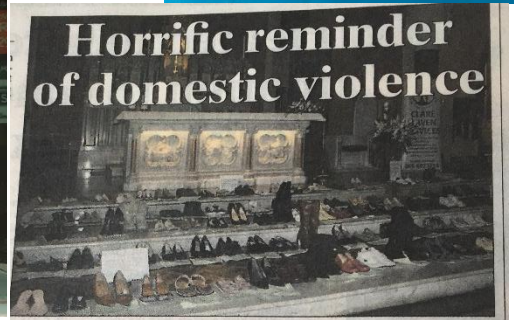
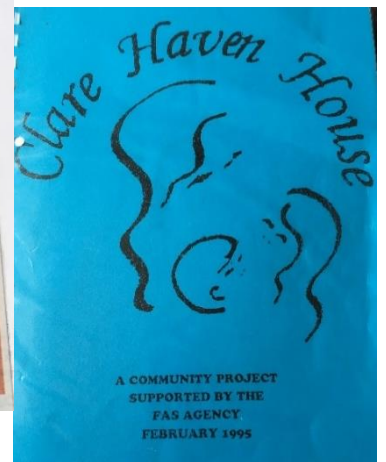
Dr Siobhán O'Connor

Contents

25 Years of Clare Haven Services	2
Introduction from Chair of the Board	3
Background to the Organisation	4
Board of Directors	4
Staff	4
Organisational Chart	5
Refuge	5
Outreach	6
Helpline	6
Court Accompaniment	6
Children and Young People	6
Childcare	6
Child Counselling	7
Programmes	7
“Healthy Relationships” / What is Domestic Abuse? – School Talks	8
Manuela	8
Insights	8
Insights for Mothers	8
Public Awareness	9
Mainstream Media	9
Social Media	10
Donations and Fundraising	10
16 Days of Action	11
Clare FM Musical Event	12
Interagency Work	13
The Voice of the Child – Service User	14
The Voice of the Woman – Service User	15
Student Engagement – Testimonial	16
Financials	17

25 Years of Clare Haven Services

1995 Clare Haven Services Ltd.



2020 Clare Haven Services Clg.

Introduction from Chair of the Board

On behalf of the Board, management and staff of Clare Haven Services, I am delighted to present this, the report on our activities for 2019. However, while this report is principally focused on the events of 2019, it would not be appropriate to make no reference to the public health circumstances in which we find ourselves today.



Little did we think at the end of 2019, that by mid-2020 Ireland and the world would be facing into an uncertain future, physically, socially and economically. The arrival of the COVID 19 virus in our midst has undermined so many certainties, has challenged so many assumptions and has laid siege to so many of the systems and processes which make our society what it is, that it is difficult to truly envisage the future and the ways in which many or indeed all of us must conduct ourselves in the future.

The public health epidemic has had many impacts on Clare Haven Services, many of them challenging. Throughout all of this, however, the Services Manager and the staff have responded heroically. Notwithstanding the threat to their own health and while taking all the precautions which they were advised to take, they continued to provide refuge services for those who sought them, while also providing support for those seeking to use the courts and other systems to create a more stable and peaceful environment for themselves and their children. I thank them all sincerely for this commitment.

I must also acknowledge the ways in which members of the Board have stepped up to help. This has included the development of some alternative fund-raising mechanisms and promotions in addition to addressing the demands of the financial management of the organisation during these difficult times. I also want to acknowledge the ongoing assistance of Tusla and the DCYA in particular in helping us to address the challenges we have faced as well as the outstanding support of the people of Clare which is detailed in this report.

While it is hard to conceive of a life before the current crisis so all-consuming has it been, many and various were projects being pursued by CHS during 2019. This Annual Report sets out details of the services we provided, the events we ran and the support we received during the year. We hope that you will read it with interest and that it may, indeed, encourage you to continue to support our work if you already do or to consider how you might assist us in the future if you have not done so in the past.

Ciaran Lynch
Chair of CHS CLG

Background to the Organisation

Mary FitzGerald and Colette Redington met by chance in 1993. Mary arrived into work at Ennis Garda Station one morning where she saw a young mother and her children cuddled up in the reception area. She enquired as to what was the situation with them and was told that they had to leave home because of domestic violence and there was no place for them to go. She figured it was time to look at social issues nearer to home. She started to make phone calls...

Colette worked in the nearby Coláiste Muire and often came across the “fall out” from domestic violence in her classroom. She saw a young teenager having to leave school as her mother and siblings were in refuge in the refuge in Limerick. She decided to visit Adapt and see if there was something she could do.

Both women joined forces and in 1995 Clare Haven was born.

For 25 years Clare Haven Services has been supporting women and children through Domestic Abuse. From humble beginnings in 2 rooms a formidable service now thrives. The refuge was opened in 2002. Outreach clinics were established in 6 towns across the county. A 24 hour helpline is available for emotional or practical support. A childcare facility is busy and active. We work closely with a number of agencies throughout the county and country to address the scourge of Domestic Abuse and its insidious hold on the lives of so many woman and children throughout the county.

Board of Directors

We have a voluntary Board of Directors which is responsible for the overall management of the organisation and its development. The Manager of Services works collaboratively with staff and board, and reports directly to the Board.

Ciaran Lynch – Chairperson, Maggie Begley, Joan Feeney, Maura Hayes, Sarah Malone, Therese McNamara

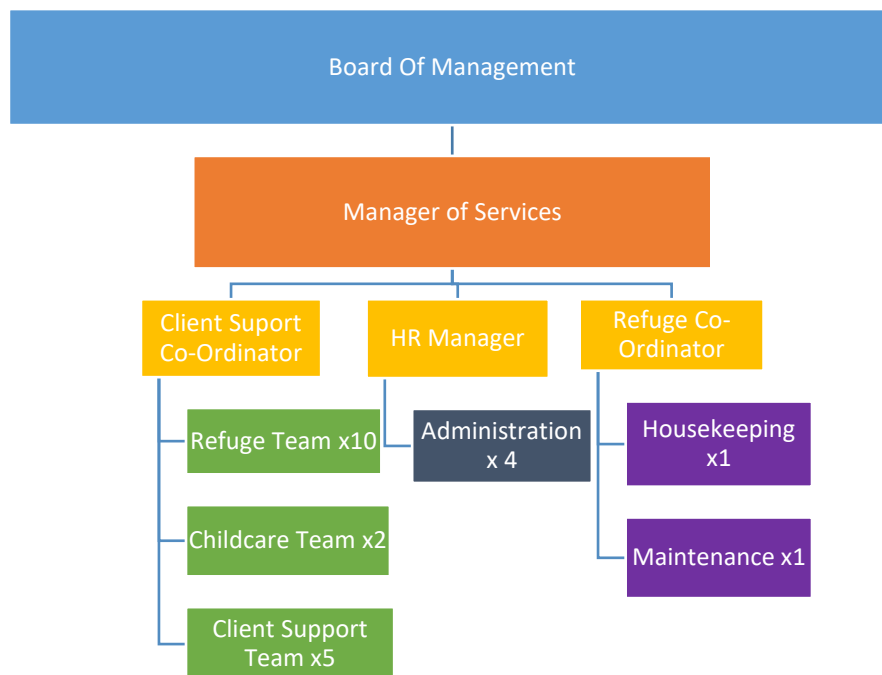
Staff

Clare Haven Services is only as good as the wonderful and committed staff that make up the teams who carry out the day to day work of the service. It is the compassion, empathy, creativity and foresight of these teams that have supported women as they live with, as they leave and as they move on from their experience of domestic abuse. We are with the woman at whatever point she is, navigating her life through this experience. Our staff provide a non-judgemental, non-directed service, in support of the women and children’s needs.

Unfortunately we lost some members of staff to different opportunities, and we wish them every good fortune. However, we also gained new staff whose diversity in experience is making a significant contribution to our work.



Organisational Chart



Refuge

Refuge is an emergency, crisis service for any woman at immediate risk and fleeing abuse. It is a place where she can clear her head, reflect on what has gone before and begin to plan what will happen next. She can begin to heal both physically and mentally. She can regroup, re-prioritise and regain control. Clare Haven Refuge comprises six family ensuite rooms.

Although communal in nature we endeavour to off-set the limitations of that by making it a place of relaxation, interactive events and camaraderie. Our staff have many hidden talents that they share with our residents. Throughout 2019 women and their older children were invited to participate in “Guided Meditation”, “Pizza & Film Night”, “Hair & Beauty Night” and “Games Night”. We also collaborate with other agencies to support our clients and were able to run “Family Cookery Lessons” facilitated by the LCETB. As always our work continues to be enhanced by the generosity and support of the people in Clare so our clients had the opportunity to participate in “Yoga Sessions” facilitated by a generous volunteer.

Women and children are able to access the refuge in the knowledge that their safety is our paramount concern. A woman can self-refer but can also be referred by her GP, the Gardaí, Social Work Services or a concerned friend, family member or work colleague. A woman cannot be referred against her will or forced to stay in refuge. The refuge provides not only a safe environment, but also one of comfort and support, while giving each woman the dignity to which she is entitled. She is welcomed to stay from a couple of days to a number of weeks depending on her needs.

62 individual women, or 79 including re-admits, availed of refuge in 2019.

Outreach

Not all women experiencing domestic abuse need to avail of refuge. Clare Haven Services offers an outreach service throughout the county. At an outreach clinic, you can talk to a support worker about any concerns that you may have about your relationship and the options available to you. You may want to talk about what is happening in your relationship, what steps you can take to keep yourself safe if you want to stay in the relationship, or what your options are if you decide to leave.

Our support workers are qualified and experienced. They will listen to you, provide you with information and help you to decide what you would like to do. Clare Haven Services offers a drop-in centre in Ennis and outreach services throughout the county to women experiencing domestic violence.

685 Outreach Support Appointments for 246 Women

Helpline

Our helpline is our link to the women and children in need of support, a listening ear, kindness or information. It is available to our clients 24/7.

656 Helpline Calls Were Received

Court Accompaniment

We offer court accompaniment to women who are seeking Protection, Safety or Barring Orders, or who need to access family law matters. For most women this is their first encounter with the legal system. This can be daunting and unnerving. Having the support of a key worker can make all this difference in crossing the threshold of the ominous building itself, as well as dealing with the “jargon” and legalese that can be overwhelming. Under the Domestic Violence Act 2018 (a respondent) has the right to be accompanied in court by a support person” which brings great comfort in these times. We also offer to accompany women to legal aid, doctors, social welfare.

220 Court Accompaniments – 125 Other Accompaniments

Children and Young People

We know that children and young people are victims of domestic violence. They do not just witness it, they experience it whilst living with it and the subsequent impact of it. The complex needs of child survivors growing up in these environments means, as per Dr Kat Ford, that they can experience feelings of blame and responsibility, and negatively impact on their social development and relationships that can lead to lasting harms such as the uptake of risk taking behaviours. This can have long-term negative impacts on their health and wellbeing.

Childcare

Our childcare service gives mothers a break, it gives them an opportunity to meet with their key worker and it gives them a chance to go to the myriad of agencies, offices & appointments that come with the major upheaval and change that life transitioning from Domestic Abuse brings. It is an injustice on children for them to be dragged from pillar to

post and it is stressful for mothers to be compelled to contain children while dealing with the complexities of Irish statutory structures.

More fundamentally the childcare service gives the children a supportive, child-centric and safe environment. They can discover, play, relax and speak as they wish within the free structures of the setting. It gives them time to adjust and regulate in this new and often confusing situation.

We identified a gap in our services for young people and began the process of taking steps to address that in order to meet their needs more proactively. This is to be rolled out in 2020.



We endeavour to bring fun and light-heartedness into the children and young people's experience within our service. We arranged a Summer Funday in August, Hallowe'en Crafts and Fun in October and a Santa Clause Grotto in December. We also work with mothers to investigate how living with abuse might have impacted on their parenting and their relationship with their child. Again, we did this in a gentle, non-invasive way by organising a "Child and Play" group facilitated by the LCETB to support mothers with their children in April and May and a "Parent and Child Group" facilitated by play therapy specialists in November and December.

147 Individual Children Availed of in Refuge Childcare

Child Counselling

We branched out our child counselling service throughout the country in 2019. Up until mid-2019 we could provide sessions in Ennis, this meant some families had quite a distance to travel to access this crucial service. In the last quarter of 2019 we collaborated with Play Therapists in North Clare, East Clare and West Clare to meet the demands in those areas. This was incredibly successful.

14 Children Received 112 Counselling Sessions

Programmes

An important element of our work is intervention within the community. A large part of that involves going into schools, business, third level institutions and community groups as well as working with survivors to try to bring about change.

“Healthy Relationships” / What is Domestic Abuse? – School Talks

We visited two school groups in the county and spoke with the young people about our service and what are healthy relationships. It is encouraging when we see that the young people are already aware and that the school is doing work with them on the issue. This collaboration means that there is a holistic approach between ourselves, the school counsellors and the year heads as well as class teachers to make that the material is processed in a safe way.



Manuela

We began work with the Galway Rape Crisis centre in 2018 to roll out the Manuela Programme in Schools in County Clare. The Manuela Programme is an evidenced informed sexual violence prevention programme. It is a six-week, 12 hour, classroom based initiative that encourages 15-17 year olds to think critically about healthy relationships, boundaries, consent and sexual violence prevention. The programme is very interactive and includes activities, videos and presentations aimed at engaging young people in a dialogue that challenges attitudes, knowledge and skills in relation to sexual violence, harassment and consent. The aim is to reduce levels of sexual violence in Ireland. In 2019 two members of our staff were trained in programme delivery and facilitation and delivered the programme in partnership with Galway Rape Crisis to three individual class groups in Gort.

Insights

We ran two courses of our popular insights Programme. Insights is a personal development/educational programme for women who have experienced domestic abuse. This programme focuses on the woman and her ability to make important life changes. Its aim is to help the woman understand the problem of abuse and it's realities for the entire family. It will also help the woman identify life-long patterns of abuse, help her set realistic goals and learn new techniques towards self-determined change.

15 Women Attended Insights

Insights for Mothers

We ran two courses of our popular Insights for Mothers Programme. Insights for Mothers is a 10 week programme that works with mothers to empower and support them in addressing the needs of their children and young people who have lived with domestic violence.

12 Women Attended Insights for Mothers

Public Awareness

Our Public Awareness role is important on three fronts. It raises the issue of Domestic Abuse and its impact in Co Clare at a local and national level.



It also raises awareness of our service, to tell women they have support and help at a local level. Thirdly, as a charity we rely on the generosity, good will and donations from the community to fund and resource our service.

We are available to go to

Community Groups or Clubs, Companies or Businesses to talk to members or staff about the issue of Domestic Abuse, the Service we provide and ways to help. For example we had the privilege of speaking to the Irish Country Women's Association; we had a stand at the Shannon Comprehensive Careers Fair where we met with students, teachers and employers in the area; we visited Expeditors Ireland to meet with staff there, amongst other engagements.



Mainstream Media

We have a very good relationship with local media outlets. We thank the *Clare Champion*, *Clare People*, *Clare Echo* and *Clare Herald* for publishing stories highlighting our issues of concern, information about our services and discussion of our events. We are also delighted to have worked with Clare FM on a number of occasions throughout the year and had the daunting task of sitting in the studios where all our apprehensions were assuaged by the welcome we received.



Social Media

We have an e-newsletter which can be signed up for via our website. It can be delivered directly into email inboxes with all our news and updates. We also have very live and active Facebook and Twitter Accounts that people can follow and contact us through.

Donations and Fundraising

As always Clare Haven Services would like to acknowledge the generosity of the County



Clare community and to thank them wholeheartedly for all their support, both on an individual level and a business level. Every day we hear and see the results of cruelty, abuse and trauma. Yet every day we are reminded that this is just a small minority of the people in the county. The goodwill and donations that are continually offered to us is immense. There is no weight attached to any donation, no size differential. The kindness, encouragement and positivity we receive from so many throughout the county is incredible and equally appreciated.

We are one of the beneficiaries of the profits from the *Clare Haven Horizon* Charity Shop from where we get a significant contribution towards some of our overheads.

This is generously supplemented by the people and businesses of Clare who donate financially and in-kind directly to us. We cannot name everyone. Not everyone wants to be named and also, there are so many of you, we do not want to offend by leaving someone out by mistake.

There are many events organised, or donations made, that require no input from us, so large is the goodwill towards us in the community. Those like the fundraiser organised by the Abbey Bridge Club or the Coffee Morning organised by the Brothers of Charity in Ennis or the International Women's Day Event hosted by the Staff of Permanent TSB, Ennis or the young organisers of the Clare TY Ball 2019 who gave a substantial donation to us are fine examples and are all greatly appreciated.



People donate to us, like Marcus White in Lisdoonvarna, by sending a cheque or postal order and so many more click on our "Donate" button on our website or Facebook page.

People also ring us and ask us what we need or offer us items - What is Easter without the Easter Bunny, Casey's Bar? What is

Christmas without presents under the tree from Pepper Volunteers, Pepper Group or goodies from the service users in Killaloe Library?

Jazz Brunch



Groups and individuals are very creative in how they support us as the Jazz Brunch organised by Ennis and District Soroptimists showed.



Community Support



We were the grateful recipients of the nomination of some of the Local Councillors to benefit from the Christmas Express through Ennis Town. We were so lucky to have such enthusiastic volunteers to represent us on the day.

Teagasc

The Green Class of 2019 did a fundraising Obstacle Course for which we were one of the beneficiaries.



Book Launch

Janet O'Rourke kindly used her part in the Ennis Book Festival to discuss her book *Savoir* to raise the issue of Domestic Abuse and also as a fundraiser for Clare Haven Services.



Church Gate Collections

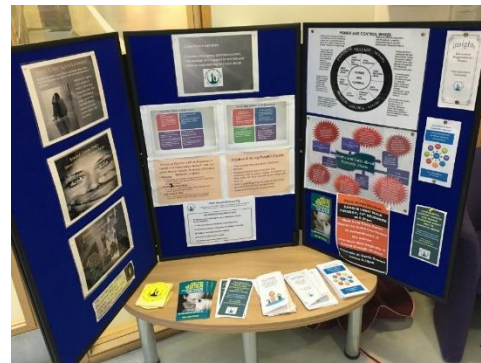
The kindness of the people of Clare knows no bounds. We thank our army of fundraising volunteers in all corners of County Clare, and through their efforts and the co-ordination skills of our administrator/receptionist, we had an incredibly generous contribution to our resources in 2019.



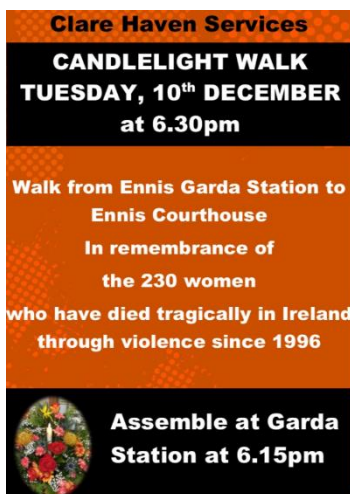
16 Days of Action

The 16 Days of Activism against Gender-Based Violence is an annual international campaign that runs from the 25th November, the International Day for the Elimination of Violence against Women, until 10th December, Human Rights Day.

In 2019 we marked this occasion by having a roadshow throughout the county. In partnership with the Clare County Library Service we hosted an information stand in Ennis, Ennistymon, Shannon, Killaloe, Kilrush and Scarrif Libraries. In partnership with the Department of Tourism, Transport and Sport we hosted an information stand in its Shannon Office. In partnership with the Ennistymon Family resource Centre we gave a talk on the issue.



Candlelight Walk



Each year, and 2019 was no exception, we host a solemn, candlelight walk and vigil to mark the end of the 16 Days of Action. We walked from the Ennis Garda Station to the Court House. On the steps of the Court House we had our Remembrance Tree. We remembered all the women in the county who have been affected by domestic abusers. We also specifically remembered and named the women who were killed in the county by their abusers. They will not be forgotten.



Clare FM Musical Event

Each year, and again 2019 was no exception, Clare FM organised a Christmas Musical Extravaganza in the mall of the shopping centre. With the generosity of the volunteer musicians, Master of Ceremonies and bucket collectors this event is a highlight of our year. It is an opportunity to celebrate our work, enjoy fantastic music and be out in the community experiencing first-hand the kindness and goodwill as well as the fun and joy of the event.





Interagency Work

Domestic Abuse is a societal issue and as a result it needs a societal response. We in Clare Haven Service work with any and all agencies or services that have the same goal as us, to rid the world of Domestic Abuse. Because all of the services are needed to support a woman in this situation we work at an interagency level to inform, support and enhance the conversations.



We are members of a number of the Children and Young People's Services Sub-Committees looking at the issues of safety & protection from harm in the context of learning to develop healthy relationships, particularly for young people leaving care.

We are a member of the Child and Family Support Network to ensure the issue of domestic abuse is part of the discourse.

We are members of the TLC Kidz Oversight Group and Clare Steering Group to ensure women and children get ongoing support even after the abuse has stopped.

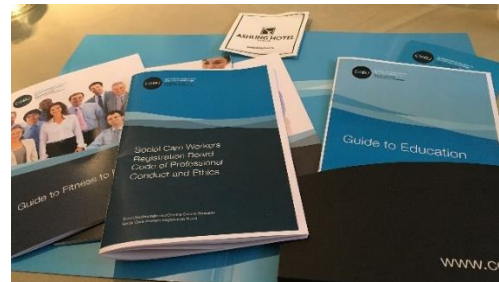
We are long time members of the Clare Local Area Network on Violence Against Women which brings 11 agencies together to address the issues of Domestic Abuse in many sectors of Irish society.



We work at a local level with An Garda Síochána, businesses, schools, local government, Family Resource Centres, statutory departments, the community & voluntary sector amongst others to find solutions to address the scourge of domestic abuse in specific communities, demographics or groupings.



We engage with professional bodies to ensure our staff are equipped with what they need to



carry out their very difficult roles. We have membership of a number of organisations, networks and agencies to ensure that we are up to date with our governance, legal and social responsibilities.

We work with third level institutions to find common research goals and to contribute to the learning of that sector as well as future professionals.

The Voice of the Child – Service User

Do you know what Clare Haven Services is about?

Clare Haven Services is about women and kids that are having problems at home from their family or others.

Do you know why you are staying here?

The reason me and my family are here is we had problems from my Daddy.

Do you feel safe here?

I feel very safe here because Clare haven is very protected and out there is the playground [...] they have cameras, can see anything that is going on.

I am happy with everything. 😊

Thank you both, you are amazing ladies. ❤️

What, if anything, did you particularly appreciate about the service you received from Clare Haven?

Refuge is far out from town and Social Welfare offices in bad weather is a nightmare. Appreciated lift from case worker to Kilrush Road and to Court and the support they gave while dealing with these bodies.

Someone always there to talk to, which is comforting, with any problems or worries you may have.

What, if anything, would you like us to do to improve our service?

More activities or ideas of what to do with teenage kids residing here. Ant issue in the kitchen is a bit of an issue. List of rules could be given on arrival to residents so everything is clear.

Great Service :-)

What, if anything, did you particularly appreciate about the service you received from Clare Haven?

All staff and residents were so supportive, welcoming and very friendly while staying here. All staff members and my case worker did everything to support me and help me out. Clare Haven is such a safe and friendly environment. I felt very like home staying here.

What, if anything, would you like us to do to improve our service?

Just to have more activities it helps with the mind. Just to have a bit more storage for your stuff. And more cutlery in the kitchen.

Thank you for all my support and for having me.

Student Engagement – Testimonial

In 2019 I received the opportunity to complete my practice placement with Clare Haven. Everybody I was introduced to in this new environment graciously invited me, an inquisitive but well-meaning stranger, into their professional and living space within the refuge. Over the course of the placement the staff at Clare Haven modelled professional practice in such a way as to reveal the depth and multitude of strands of support required to create a holistic safety net of social care. The physical safe space of the refuge is only one aspect of the support the service provides. Legal support, childcare and administrative roles all combine to create a supportive environment but are carefully measured and applied with a light touch. All work is discussed with the service users, the central and fundamental core work is regarded as theirs, with the staff at the service describing and offering their supportive and safety nets for the service user to draw upon as required. In so doing power is not given but taken and built upon by the service user themselves. The strategy of having the service user take power for themselves over their lives and its direction, with the social care service providing supportive environments to enable this to happen, became much more tangible as a concept to me during this practice placement. My understanding of theory application and the exercise of intervention was enhanced and informed by my experience with Clare Haven, but specifically by the people who work there, and how they work together with each other, the people who use the service and the wider community.

Clare Haven Services CLG
SORP Charity Company Limited by Guarantee

Statement of financial activities (including the income and expenditure account)
Financial year ended 31 December 2019

	Note	2019 Restricted Funds €	2019 Unrestricted Funds €	2019 Total €	2018 Total €
Income	5	797,856	142,011	939,867	1,008,318
Total Income		<u>797,856</u>	<u>142,011</u>	<u>939,867</u>	<u>1,008,318</u>
Expenditure	6	(831,824)	(125,056)	(956,880)	(1,003,112)
Net (expenditure)/income	7	<u>(33,968)</u>	<u>16,955</u>	<u>(17,013)</u>	<u>5,206</u>
Transfer between funds and other recognised gains/(losses)					
Revaluation movement from PPE		-	(4,392)	(4,392)	4,481
Transfer between funds		33,964	(33,964)	-	-
Net movement in funds		<u>(4)</u>	<u>(21,401)</u>	<u>(21,405)</u>	<u>725</u>
Reconciliation of funds					
Total funds brought forward		<u>4</u>	<u>719,385</u>	<u>719,389</u>	<u>718,664</u>
Total funds carried forward		<u>-</u>	<u>697,984</u>	<u>697,984</u>	<u>719,389</u>

June 2020

