



CLARE HAVEN SERVICES

2020 Annual Report



Dr Siobhan O'Connor

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Introduction from Chairperson of the Board

In introducing the Annual Report of Clare Haven Services, I cannot but refer to the unprecedented and unexpected impact of the COVID 19 pandemic on all our lives as well as on the work of Clare Haven. 2020 was a year which was indelibly marked by the impact of a world-wide crisis on all aspects of our lives.

The public health epidemic has had many impacts on Clare Haven Services. One positive impact is that it has enabled us to highlight again the issue of domestic violence and has confirmed the fact that we are regarded as an essential service with frontline workers. The pandemic and the various restrictions which it brought impacted significantly on the services which we offer.

Through it all, however, the refuge continued to operate with the great dedication of those of our management and staff who provide that service. Despite their own anxieties and familial concerns, the majority of our staff came to work, day and night, to ensure ongoing delivery of care, particularly to the residents of the refuge but also to outreach clients for whom the horror of domestic abuse went unabated despite the pandemic. The refuge continued to be well used though, again this year, for the safety of residents and staff many restrictions had to be introduced in the light of public health recommendations.

This Annual Report for 2020 focuses on the various aspects of the work of Clare Haven which was carried on by our dedicated and skilful staff throughout the year. The report highlights the variety of services which we provide, though all, of course, focused on the provision of support and refuge to those women who are subject to domestic abuse and their children.

These services could not be provided without the immense support of our principal funders, Tusla, and our other funders the DCEDIY, Clare County Council, the Department of Justice and Safe Ireland. We are also very grateful for the support of Haven Horizons which provides substantial funding to Clare Haven Services from the profits of its Charity Shop. Tusla, in particular, was a great support to us during the year both in terms of funding but also in terms of the advice and guidance provided by its officials with whom we are in regular contact.

I am also delighted to acknowledge the tremendous support which we get from the people of Clare. This support is provided in so many ways – financial, in-kind, promotion and recognition. Some provide very kind donations; some organise events on our behalf; others, especially in the media, provide us with opportunities to promote what we do; others provide us with goods and services. All of these make a tremendous difference both to our morale and to the range and quality of service which we can provide.

On behalf of the Board, management, staff and volunteers of Clare Haven Services, I am happy to make this report available to you and trust that it will give you insight into what we do and emphasise the ongoing and increasing need for our services.

Ciaran Lynch
Chairperson



The Covid Era

We began the year with many plans and intentions however March 12th made us stop in our tracks as we faced a new adversary. From that date we had to re-evaluate, re-check and re-configured our work. The immediate and unprecedented impact of Covid, and state regulation in response to it, put us in the precarious position of providing a frontline, essential service while dealing with previously unknown risks and dangers.

We now know that the pandemic had a significant impact on women.

The Covid-19 crisis has disproportionately affected women, increasing existing gender inequalities in Irish society. Women's voices were largely absent from much of the decision making surrounding the Covid-19 crisis response. (NWCI.ie: 2021)

This impact could be seen in terms of job losses and care responsibilities. It could be seen in that the majority of frontline health workers and roles in other essential services are made up in the majority by women so women were directly at risk whilst the posts they hold are lower paid. We also learned that women were more likely to get the disease. (Publicpolicy.ie: 2021). The majority of our staff and all our adult clients are women therefore the service was on high alert in relation to risk.

In the context of Domestic Abuse, during the Covid restrictions and the crisis, perpetrators increased their violent, abusive and aggressive behaviours. At this time, some men who had previously resisted such tendencies acted upon them. The actions carried out by these perpetrators caused what Safe Ireland referred to as the "Shadow Pandemic". During this time some women and children were suffering even more so at the hands of the men in their lives, while other women and children were subjected to abuse for the first time. An Garda Síochana reported a rise in serious domestic assault by 23%, a 25% increase in breaches of domestic violence orders and a 16% increase in calls for help to that agency alone. The story of Clare Haven throughout the pandemic in 2020, was to react and respond to the increases in the demand for our own service provision, the numbers of which reflect the national average increases.

Service Provision	% increase on 2019
Admission to Refuge – Women	21%
Admission to Refuge – Children	35%
Helpline Calls	21%
Women Who availed of outreach support	25%
Number of Child Counselling Sessions	30%

Who we are:

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 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 27 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. Children and Young People’s Services have grown and been enhanced. 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.

The current Manager of Services, Refuge Team, Client Support Team and Administration Team are proud to stand on the shoulders of our predecessors whose commitment, creativity and ambition has led us to where we are today.

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. Elaine McGrath, Bernadette Kinsella.

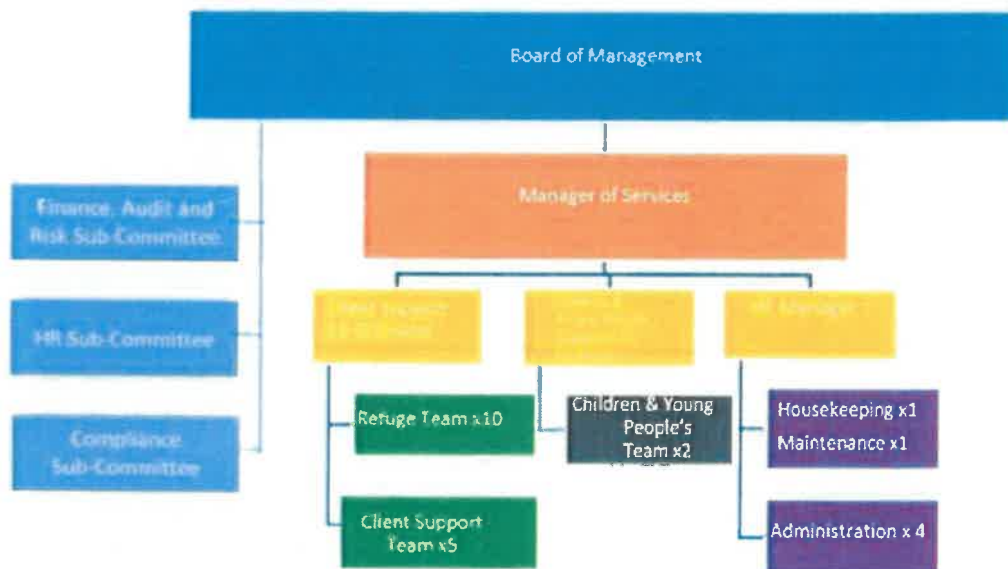
During 2020 the Board and Management dedicated themselves to ensuring compliance with the Charities Governance Code which, as a charity it is under obligation to do. That work was almost completed by the end of 2020 and was, in fact, completed early in 2021. However, good governance is not merely about meeting minimum standards of compliance in order to meet an obligation. Good governance is a never-ending process of seeking the very best in terms of openness, transparency, value for money, rigorous practice and appropriate oversight. The Board has committed itself to ensuring not merely compliance but the adoption of best practice in the area of governance and is working continually to achieve that. As part of that process, it has committed itself to the Triple Lock mechanism for fundraising and will have that completed and in place during 2021.

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, professionalism and strength of these teams that have supported women as they live with, as they leave or as they move on from being subjected to 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 and skills is making a significant contribution to our work.

Organisational Chart



What we Do:

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.

Time in refuge was exceptionally difficult in 2020. Due to Covid Protocols significant restrictions were placed on the women and children who had to access this service. We succeeded in retaining capacity of 6 families despite the communal nature of the service and the congregated setting. We did this by developing two off-site units utilising local hospitality sites including Hotels, B&Bs and owner occupier short term lets. This had its limitations. Although the women were physically safe their needs were not being completely met. With our funders in DSGBV we revisited what we could do, and we developed an annex site instead that, although a separate building for distancing purposes, it was still connected more holistically to the refuge.

But still issues remained. What many service users benefit from in the refuge is the one to one support and the peer support through spending time together. Due to restrictions women were compelled to spend much of their time in their rooms with their children rather than with each other. However, the safety of clients and staff was paramount and thus these restrictions had to be in place. We look forward to when restrictions are lifted, vaccinations are rolled out and public health is restored so we can revert back to the

complete range of interactions with our refuge residents.

Quality of service was retained so women and children are able to access the refuge in the knowledge that their safety is our primary 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 a 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.

75 individual women, or 88 women including re-admits, availed of refuge

Outreach

Not all women subjected to 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, provide information and help with decision making about what the client 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.

Once the 12th of March hit we had to re-evaluate our outreach systems. Through trialling different options our outreach became a virtual service, during the level 5 (lockdown) periods and a blended pared-back one-to-one while retaining the virtual elements for the Level 3 or eased periods. With the virtual system we had our usual support appointments but many more support phone calls, emails, text messages and social platforms in use. With the support of our funders in the DSGBV we developed a modern remote working environment to use as required.

308 women availed of outreach support through 220 physical appointments, 2852 phonecalls, 280 emails, 871 texts

Helpline

Our helpline is the link for the women in need of support, a listening ear, kindness or information. It is also the means through which concerned family or friends get information and support. It is available to our clients 24/7. Across all elements of our crisis and support service we had an increase in demand particularly as the Covid situation evolved.

796 Helpline Calls Were Received

Court Accompaniment

We offer court accompaniment to women who are seeking Protection, Safety, Interim Barring 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 the 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.

Covid restrictions brought significant difficulties but also, we are delighted to say, new and streamlined practices. Clare was the first place where there was a remote application and remote hearing.

We also offer to accompany women to legal aid, doctors, social welfare, the local authority housing authorities, education facilities or where ever she may need to go. Given the curtailment of service provision the majority of this work was done virtually via phone or email.

161 Court Accompaniments – 65 Other Accompaniments

Children and Young People

Clare Haven Services recognise children and young people as clients in their own right. They experience domestic violence and abuse and require services and supports that are designed to meet their individual needs. Child survivors growing up in environments of violence and abuse have complex needs that must be addressed and supported. Clare Haven Services endeavours to do this within our children and young people's services. Our childcare services, as well as meeting their mothers' immediate needs of a safe and secure space for their children; it also offers so much more to the children availing of it.

130 children availed of childcare within the Refuge in 2020.

Childcare

Clare Haven Services has a children and young people's service that meets children's need for a safe space to play within Refuge. All learning is done through the medium of child led play. There is a strong focus on creating safe spaces for children to feel and to recognise how their body reacts when experiencing different emotions. Promoting emotional literacy, creativity, conflict resolution, understanding their rights, and encouraging children to use their 'voice' are integral themes of our children & young people's service. Encouraging self-confidence and a positive sense of self are goals we work towards every day. Children are supported to develop relationships and connections with staff and peers. The children & young people's support workers provide children with the



space and opportunity to begin to understand their experiences to date and to adjust to life within Refuge.

Mothers are supported with childcare while attending urgent appointments such as court, meetings with guards, solicitors, social welfare etc.

School aged children who are resident in the Refuge for longer than two weeks are supported

to return to their own school or where physical safety is a concern, temporarily enrol in a new school.

Young People's Study Hub

We were supported by Clare County Council & the LCDC Covid 19 Emergency Fund to respond to the COVID 19 pandemic and create a study hub for children and young people to link with their schools for virtual learning. This has provided children with a link to their school community at a time when many felt isolated. It also allowed children to access child counselling remotely.



Older Children's Climbing Frame

The Refuge Playroom was closed along with all other early years and school aged care services during the initial response to the Covid 19 pandemic. Public play spaces, libraries etc. were all closed. Children were required to remain at home in their own gardens to play. For those in refuge this meant they were required to remain in their bedrooms when not eating. The Refuge garden has green space that allows for ball games etc. However, the climbing frame was aimed at younger children. The LCDC fund allowed us to create a climbing frame that would engage and challenge the older children we work with- allowing them to make the most of their time outdoors, supporting their emotional regulation and physical wellbeing.



Calming Boxes



This is an initiative that began in 2020 to support the children and young people we work with on an Outreach basis. With funding through Safe Ireland 20 boxes were created that contained a variety of sensory objects and materials. Mothers were guided to introduce the boxes to their children as a way of 'taking 5' when they felt they were struggling emotionally. They are used by children and young people to support regulation. Feedback from Mothers and children has been positive.

Play Therapy, Child Counselling, Therapeutic Horse-Riding

Play therapy and child counselling continued throughout the county in 2020. We began to offer referrals for therapeutic horse-riding for children and young people who were unable to access talk-based therapy.

35 children availed of 146 counselling and therapeutic horse-riding sessions

Outreach Children & Young People's Supports

In 2020 we began to develop our Outreach supports for children and young people. One outcome of this was one to one support sessions for Mothers to identify their families' strengths and to identify opportunities for support and development for their children.

The goals of these sessions were:

- Supporting Mothers to discuss the hurting they and their children have experienced and removing the secrecy of domestic abuse.
- Referrals to appropriate agencies for parenting programmes, family support or child protection concerns.
- Empowering Mothers to speak to Tusla and to use their voice when asking for supports.
- Advocating on Mothers and children's behalf with external agencies when necessary.
- Liaising with schools and early years' services to explain the potential impact of domestic violence and abuse on their education and social development and to identify ways to support the children when in school.
- Supporting Mothers in responding to the myriad of questions children have around abuse and post separation abuse.
- Referrals to Play Therapy, child counselling, therapeutic horse riding and TLC Kidz project.
- Safety planning for children and young people during an abusive incident
- Safety planning for children and young people during access visits.

A total of 407 support sessions were held with 68 individual women availing.

Children in Refuge

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. They are at immediate risk of danger when they or their mother is subjected to domestic abuse. The complex needs of child survivors growing up in these environments means, they can experience feelings of blame and responsibility, and negative impacts 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.

126 individual children, or 135 including re-admits, availed of refuge

117 Child Protection Referrals had to be made for the safety of children we met in our service due to the domestic abuse to which they were subjected.

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. This in community work is very important to go some way to change cultural norms and social behaviours that enable

domestic abuse to flourish. Again, the impact of Covid had a detrimental effect on our ability to do this work.

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

We visited one school group 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 sure that the material is accessed and processed in a safe way.

14 Young People were involved

Insights

We ran one course of our popular insights Programme. Due to the restrictions it was a stop/start affair. The resilience of the women shone through as they set up a mutually supportive WhatsApp group for times when we had to pause the course due to public health guidance.

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 its 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.

12 Women Attended Insights

TLC Kidz

We ran one course of this programme in collaboration with Barnardos.

2 Women and 7 Children Attended TLC Kidz

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. This is useful for people for the purposes of interest, education or professional development.

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 of the community to fund and resource our service. For the majority of 2020 we were not in a position 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. Despite the limitations of Covid it was still possible to continue this work in a limited way remotely on virtual platforms.

8 Third Level Students and 14 Family Support Workers & colleagues attended talks.

Mainstream Media

We have a very good relationship with local media outlets. We thank the *Clare Champion* (who also gave us permission to use some of their photographs in this report), *Clare Echo* and *Clare Herald* for publishing stories highlighting our issues of concern, information about our services and discussions of our events. We are also delighted to have worked with Clare FM and Scariff

Bay Community Radio on a number of occasions throughout the year.



19 local media articles and interviews that we are aware of.

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.

Radio Campaign

In the Spring and the Autumn we ran a public radio advertising campaign on Clare FM promoting our service and our helpline. Between it and the ongoing high-profile nature of the issue we noticed surges in calls and interest in our service from the public.

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.

Short Film

In collaboration with musician and producer Cli Donnellan a short film was developed remembering specifically the 8 women in Clare who have been murdered in Domestic Abuse. The film's haunting music evokes the sorrow and loss as the names of these women and the shocking statistics on domestic abuse in Ireland were broadcast. The film can be seen on Clare Haven's Facebook page.



Path of Light

Due to Covid restrictions we were unable to host our annual candlelight walk from Ennis Garda Station to the Court House. Instead, in partnership with Clare County Library Service and An Garda Síochana, we hosted a virtual lighting of the way throughout the county. The Ennis garda station and the public libraries in Kilrush, Shannon, Kilkee, Scariff and Ennistymon, had a lit up tree as well as information materials in their windows to guide the way towards safety and support for women & children being subjected to abuse.

We also did a daily, virtual roll call of all the women murdered since records began on our Twitter and Facebook profiles. For the last 8 days we profiled the 8 Clare women who were killed since records began in 1996.



Purple Heart/ Purple Up

As a mark of respect, a symbol of solidarity and as a way to remember, businesses, agencies and community groups, as well as individuals in their homes, hung a “purple Heart” in their window or decorated their spaces in purple symbolising the love that is in that space for women and children being subjected to domestic abuse. We were honoured to be invited to be involved in these locally run initiatives.



Resource Pack for Agencies in Clare



In collaboration with our partners in the Clare Local Area Network on Violence against Women (CLAN) we developed a resource pack to assist all agencies working with women and children subjected to domestic abuse in the county. It is hosted on clarehaven.ie and hard copies are also available. The pack will act as a roadmap in assisting professionals working with women and their families and to provide a clear signpost to

appropriate support services. It provides for a a multi-agency partnership way of working in order to inform and support those providing supports to individuals and children most at risk.

#NowMoreThanEver

In collaboration with our partners in CLAN we were involved in a local awareness initiative to tell women trapped in Domestic Abuse during lockdown that we as a service, along with all the other services in the Network knew their need was greater and we were here for them. During restrictions women and children were trapped and thus possibly not able to reach out – this initiative enabled us to reach in to them through social media, mainstream media, localised poster campaigns and card drops.



Donations and Fundraising

Community Supports

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. With the year that individuals and businesses had it was incredible that so many kept Clare Haven Services close to their heart throughout the pandemic. Despite personal

anxieties, job losses, business closures, illness and bereavement the kindness and goodwill we experience throughout the year towards the women and children we work with was overwhelming. 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 contribution towards some of our overheads.

This is generously supplemented by the people and business 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.



Even in these straightened times there were many events organised, or donations made, that required no input from us, so large is the goodwill towards us in the community. The Doolin Motor Cycle Festival on behalf of themselves and Saoirse Maria MCC made a very dramatic and generous donation of PPE to us to keep staff and residents in the refuge safe. Gregans Castle held a "Dinner at Home" pop-up event. The Fiddle + Bow had a coffee morning. The shoppers in Tesco Ennis donated generously to the Community Fund from which we benefitted, TTM organised a sponsored run. Zest Café donated PPE. Moon Mood fundraised through mask selling. To those named and unnamed, we thank you.

Book Launch



The North West Clare Writers' Circle generously developed a volume of short stories and donated the proceeds of the sales to us to support our ongoing work. It was also a wonderful way to raise the issue of Domestic Abuse across the county and stimulate this important conversation.

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 appreciated the



contribution to our resources in 2020.

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 county 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 Networks 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 a long time member 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 are a member organisation of Safe Ireland and work with our colleagues across the country to advocate through them on behalf of women & children who use our service. We utilised fundraising resources secured by Safe Ireland to directly support those women and children whilst also enhancing our service provision.

We work at a local level with An Garda Síochána and we supported the service with Operation Faoiseamh which began April 2020. It involved the utilisation of Garda Victim Liaison Offices, Divisional Protective Service Units and other appropriate resources to reach out and contact victims of Domestic Abuse with a view to ascertaining any existing issues of concern, to offer support and reassurance and to ensure that any issues identified were dealt with swiftly and decisively.

We were delighted to participate in the promotion of the Department of Justice national #StillHere campaign. Its function was to ensure victims of domestic abuse knew they were not alone. To inform them that domestic and sexual violence support services from State agencies and the voluntary sector had been adapted and increased to ensure they remain available to support victims. That they would remain open at each of the different stages of restrictions in place due to Covid-19, even the most severe.

We continue to collaborate with 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. All staff are involved in ongoing professional development, training and supervision to enhance their capacity, keep them safe and maintain their expertise and knowledge. For example, this year with funding from Clare County Council we worked with GOSHH! To upskill our staff on issues in relation to LGBTI+ and began work on a new initiative to roll out in 2021.

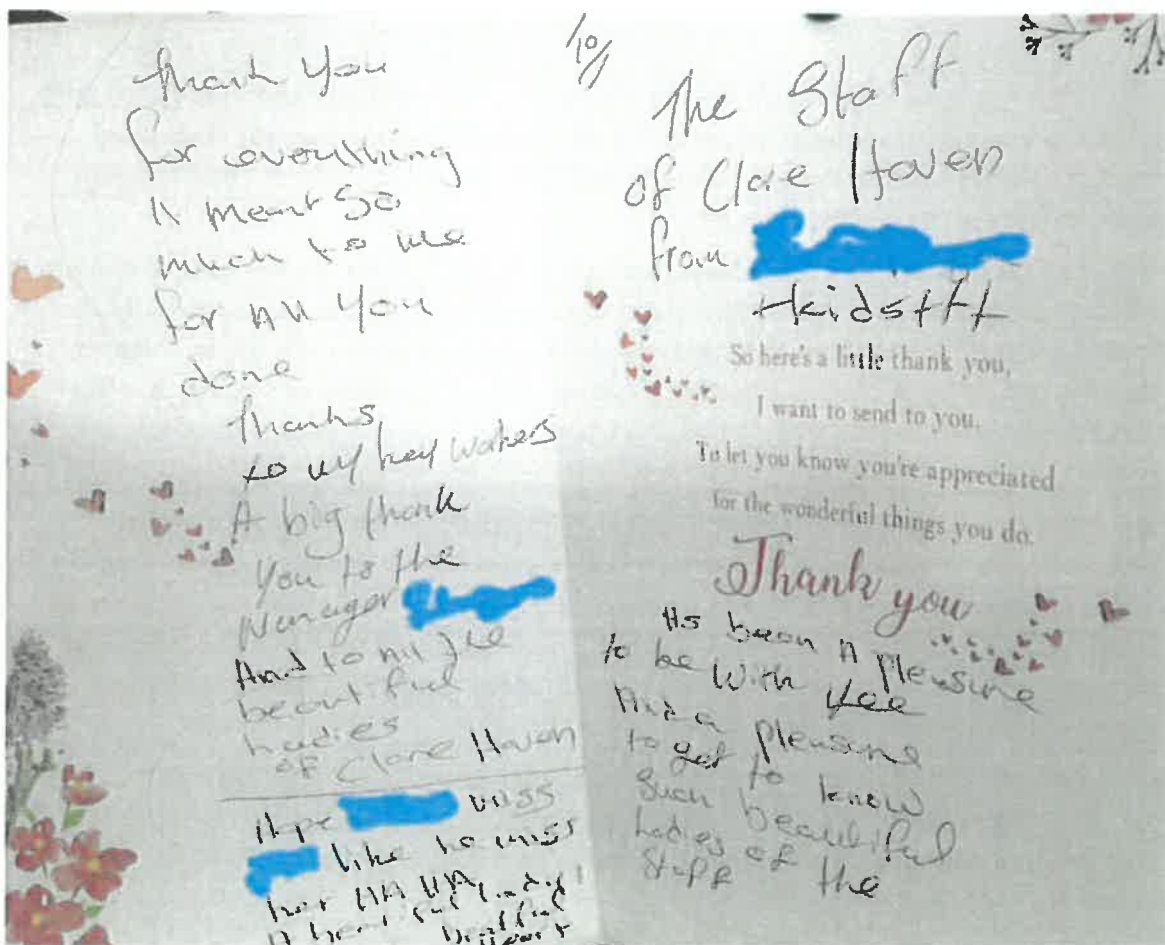


Similarly, with funding from the Department of Justice we began a collaborative project with Doras Luimni to look at the issues impacting on migrant women who are our clients to ensure equity of service. This work will be completed in 2021.

We have membership in a number of organisations to ensure that we are up to date with our governance, legal and social responsibilities including The Wheel.

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 a Family – Service Users



Financials

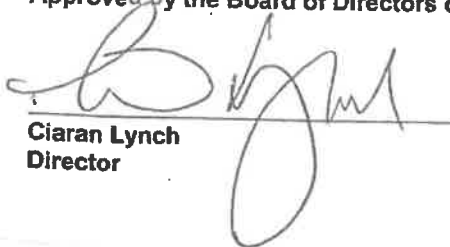
Clare Haven Services Company Limited by Guarantee
STATEMENT OF FINANCIAL ACTIVITIES

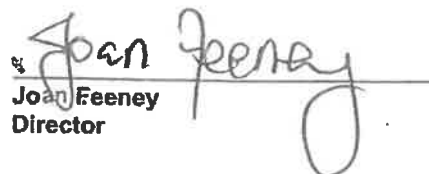
(Incorporating an Income and Expenditure Account)
 for the financial year ended 31 December 2020

	Notes	Unrestricted Funds 2020 €	Restricted Funds 2020 €	Total 2020 €	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total 2019. €
Income							
Donations and legacies	4.1	101,984	23,557	125,541	141,813	-	141,813
Charitable activities							
- Grants from governments	4.2	-	878,759	878,759	-	797,856	797,856
and other co-funders							
Investments	4.3	88	-	88	198	-	198
Total income		102,072	902,316	1,004,388	142,011	797,856	939,867
Expenditure							
Charitable activities	5.1	99,727	868,747	968,474	125,056	831,824	956,880
Net income/(expenditure)		2,345	33,569	35,914	16,955	(33,968)	(17,013)
Transfers between funds		31,817	(31,817)	-	(33,964)	33,964	-
Other recognised gains/(losses):							
Surplus/(deficit) for the financial year		34,162	1,752	35,914	(17,009)	(4)	(17,013)
Impairment of revalued assets		-	-	-	(4,392)	-	(4,392)
Net movement in funds for the financial year		34,162	1,752	35,914	(21,401)	(4)	(21,405)
Reconciliation of funds							
Balances brought forward at 1 January 2020	15	697,984	-	697,984	719,385	4	719,389
Balances carried forward at 31 December 2020		732,146	1,752	733,898	697,984	-	697,984

The Statement of Financial Activities includes all gains and losses recognised in the financial year.
 All income and expenditure relate to continuing activities.

Approved by the Board of Directors on 14 June 2021 and signed on its behalf by:


 Ciaran Lynch
 Director


 Joan Feeney
 Director



An Roinn Dlí agus Cúir
Department of Justice



Comhairle Ceilteach an Linn
Celtic County Council

An Bliain Eanáir
The Year of the People
Department of Rural and
Community Development

An tArdán, Comhairle Ceilteach
The Year of the People, Celtic
County Council