



CLARE HAVEN SERVICES

2021 Annual Report



Dr Siobhan O'Connor

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Introduction from Chairperson of the Board



Over the last two years great challenges have been faced by society in general and by Clare Haven Services in particular as a result of the Coronavirus Pandemic. This year, I am happy to say that, while the scourge of the virus has by no means gone, its severity has abated and its impact has been very significantly reduced. Though it still provided challenges for our services throughout 2021, those challenges have started to be overcome. Long may it remain so.

Despite the challenges which remained for much of the 2021 period, however, the refuge continued to operate with the great dedication of those of our management and staff who provide that service. Though we know that it can't have been easy, those on the front line continued to offer that personal service which is such a critical part of the comfort which we provide to the women and children of Clare and, indeed, beyond. Due to the great care and attention of staff and the excellent management regimes which were put in place, the COVID virus was kept from the refuge and though, unfortunately, many staff did succumb and while some suffered quite significantly, their attention to good practice kept our clients safe. Our heartiest thanks and recognition to all management and staff for this great achievement, hard work and dedication it required.

And, of course, our other services continued as well including outreach, court accompaniment, self-development programmes, school visits, and participation in joint operations, promotion and publicity. Sometimes these were delivered virtually and sometimes in person with the latter increasingly the norm as time has gone on.

Progress was also made on many other fronts. Following great work by our Services Manager and Children & Young People's Support Coordinator, funding was obtained to upgrade the fire safety in the refuge to bring it in line with modern standards. Other upgrades were also carried out to the refuge including the installation of play equipment and the reinstatement of the residents' common room which had been sacrificed during the temporary occupation of the refuge as the CHS offices.

Other activities which need to be mentioned were the very successful artists installation at the opening of which I know some of you were present. This received great praise and congratulations to Siobhán and all the artists involved for organising that really interesting approach to disseminating our message. Another excellent development was the beginning of the work on our wellness & sensory garden which was funded the Hospital Saturday Fund, St Francis Credit Union, ESB Energy for Generations Fund, Dr Elizabeth Logan Fund, Clare Local Community Development Committee, the Civil Services Charity Fund, Elm Landscaping and other private donations.

We are thankful to Tusla for the great support they provided to us throughout the year. In addition to the core funding with which we run our services, additional funding was made available for COVID-related expenditure and for some special projects. We really appreciate the support of Tusla and of the staff with whom we work.

And, of course we continued to receive the very welcome funding from Haven Horizons through our share of the Charity Shop profits. We very much appreciate the extremely useful funding which comes from Haven Horizons and recognise the dedication of Máiread and the staff in keeping things going during the hugely challenging pandemic. I also want to recognise the quality of the work they do, which was justly recognised in their winning no less than three awards at the 2020 ICSA Charity Shop Awards presented in October 2021.

I also want to recognise the extraordinary generosity of the people of Clare who have continued to support the organisation in many different ways throughout the last year. Their support and goodwill are critical in ensuring that our essential services are available to women and children subjected to domestic abuse.

Finally, I wish to acknowledge the support provided by the DCEDIY for our childcare services, Victims of Crime Commission and the Local Authority.

Work on the development of the new refuge, reflecting current thinking as to how such refuges should be designed, continued during the year. A draft design for 11 apartments has been developed and an initial costing has been carried out. This is due to be discussed shortly by Respond and the company. It must be noted, however, that all construction projects are problematic at present from a costing perspective. It has been well reported and is indeed true that construction inflation is at a very high level due to constraints both of materials and construction workers. This makes estimating the real cost of the development extremely problematic and any such costing will have to include a substantial contingency sum.

The demands on Boards of voluntary organisations have increased hugely over the last number of years and the Board of Clare Haven Services have stepped up to the mark in this regard. These demands have also put pressure on staff to operate within more demanding and specialised environments and to provide more information to the Directors so that they can discharge their duties in an appropriate, transparent and accountable manner. Clare Haven Services is lucky to have a highly dedicated management and staff who work with great commitment to deliver a service which is not only excellent but which can be shown to be excellent, one which meets the needs not only of those we serve but of our funders and regulators also. Our sincere thanks to them. We could not do it without them.

The world is a complex place at present. We face war, famine, extreme weather events, a tenuous international situation and a more uncertain stance by those seen as world leaders than at any point in my lifetime. This brings added challenge and uncertainty to the context in which we work but it cannot and will not compromise the services and support which we provide to the women and children of Clare who need our help.

Ciaran Lynch Chairperson, June 2022

Who we are:

Background to the Organisation

Mary FitzGerald and Colette Reddington 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 28 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

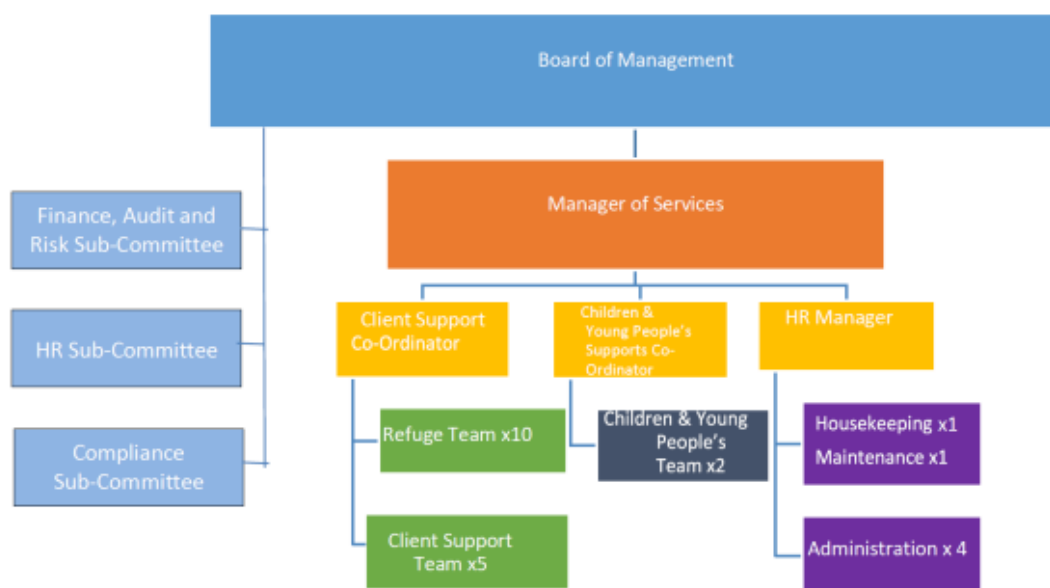
We have a voluntary Board of Directors which is responsible for the overall management of the organisation and its development. The Manager of Services works collaboratively with staff and board and reports directly to the Board of Ciaran Lynch – Chairperson, Maggie Begley, Joan Feeney, Elaine McGrath, Bernadette Kinsella and John Shaw.

During 2021 the Board and Management dedicated themselves to ensuring compliance with the Charities Governance Code which, as a charity it is under obligation to do. We were proud to say that we were in a position to make a return in October which confirmed compliance with the Code. 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 had 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-directive service, in support of the women and children's needs. Unfortunately, during the year we lost some wonderful members of staff who wished to pursue different opportunities, and we wish them every good fortune. We also, however, gained new staff whose diversity in experience and skills is making a significant contribution to our work.

Organisational Chart



The Covid Era

As we came into 2021 we faced new surges in Covid and new waves of different strains of the virus. That brought with it anxieties and concerns that had to be worked with and addressed. Our core funder, DCEDIY Tusla DSGBV, continued to financially support us so that we could have a robust infrastructure and the means to cover staff who succumbed to the illness. Occasionally we had a reprieve from the virus where we could meet with clients and each other in a face-to-face situation. In any event, services continued using electronic and media platforms to ensure consistency and quality for our clients.

We 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 the majority of frontline health worker roles and roles in other essential services being made

up in the majority by women so women were directly at risk, while 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, so 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 at the hands of the men in their lives, while other women and children were subjected to abuse for the first time. An Garda Síochána reported an increase of 10% in Domestic Abuse incidents. However, as pointed out by Safe Ireland (2022), while the statistics published show a 10% increase on the previous year, this represents an almost 60% increase since 2017 and said that "the upward trajectory year-on-year is a grave concern". An Garda Síochána figures show there was a 13% year on year increase in criminal charges brought for crimes involving an element of domestic abuse and a 6% increase in the criminal charges brought for breaches of Domestic Violence Act Orders. (RTE, 2022) The national picture reflected the story of Clare Haven throughout the pandemic in 2021. The teams in the service reacted and responded to the increases in the demand for our own service provision, the numbers of which reflect the national average increases. The teams were creative and diligent as the cases presented were more complex and more difficult to address particularly in view of the limitations associated with mainstream service provision arising from attempts to mitigate the public health impacts of the virus.

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 en-suite rooms. Time in refuge was exceptionally difficult in 2021. Due to Covid Protocols significant restrictions were placed on the women and children who had to access this service. We succeeded in retaining capacity for 6 families despite the communal nature of the service and the congregated setting. We did this by developing two off-site units connected to the refuge. This annex site, although a separate building for distancing purposes, was still connected to the refuge in terms of supports provided. But issues still 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. Some reprieve was achieved when the most stringent of mitigations were lifted and both vaccinations and subsequent boosters were rolled out. Throughout the year we kept strict

mitigations in place but the reassurance of vaccination protection relieved some of the worst of anxieties within the service. This was offset at times when stronger variants spread and so tighter restrictions had to be re-introduced and relaxations had to be lifted but the service persevered.



When the women and children are in the refuge we try to provide activities for them including a movie night, wellness sessions and fun events - for example we make a fuss of the Toy Show night. Due to Covid mitigations we could not all come together, women and children in the one big room. So instead, all families were given a Toy Show pack to bring to their own rooms and settle down to watch the music and action together.

Quality of service has been retained at all times so that 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.

69 individual women, or 94 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, a woman can talk to a support worker about any concerns that they may have about their relationship and the options available to them. They may want to talk about what is happening in their relationship, what steps they can take to keep themselves safe if they want to stay in the relationship, or what their options are if they 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 subjected to domestic violence.

As the peaks and troughs of the impact of the pandemic rolled on throughout the year our staff remained very adaptable. We went at different times from face to face, back to using phone calls, emails, text messages, virtual platforms and social media to ensure women's needs were met. With the support of our funders in the DSGBV we developed a modern



remote working environment to use as required. This has now become another resource in our tool-box.

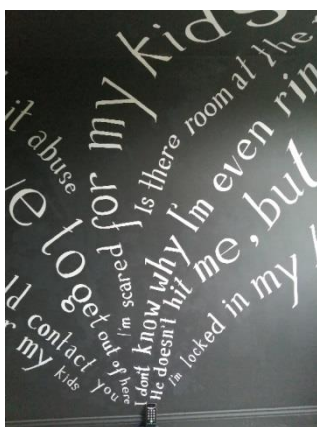
569 women availed of outreach support through 231 physical appointments, 2699 phone calls, 476 emails, 1727 texts

Nollag na mBan/International Women’s Day/ Easter

One way we continued to meet with our clients despite the Covid restrictions was by distributing care packs to families across the county whom we were working with remotely and by phone. We used the occasions of Nollag na mBan, International Women’s Day and Easter to go out in the community and physically meet with the women, just for a few moments, to put a face to a name. The people and businesses in Clare were so generous we were able to create wonderful care packs made up of essentials, treats, toys and a little bit of luxury. They were distributed to 6 towns and their environs in Clare.



Helpline



Our main helpline 065 6822435 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. People also reach out for help through private messaging or direct message via our social media accounts. We are always available to help women and we will do it through whatever medium of communication best meets their needs.

1005 Helpline Calls Were Received and Responded

LGBTI+ Helpline

In March 2021 we launched an LGBTI+ Helpline - 087 2143769 for women who are cautious about using our 24-hour helpline for that initial, tentative enquiry, we now have a dedicated number should they choose to use it. Research in other jurisdictions show that LGBTI+ women are subjected to domestic abuse and may be re-victimised if they attempt to report it or seek support. By making this dedicated number available, our aim is to be a first port of call for such women, if they so wish, to provide them with assistance and support whilst giving pertinent and relevant information to avoid re-victimisation. This initiative was kindly funded by Clare County Council and is available on Wednesday mornings. .



Adult Counselling

We are delighted to work with Counselling and Psychotherapist colleges to provide the invaluable counselling service to our clients. We have developed a relationship with ICHAS, PCI and MTU. We work in partnership so women can access the therapeutic support they need while waiting for mainstream services to open up.

41 women availed of 264 counselling sessions

Peer Support Group

This was a new initiatives in 2021. It grew out of the Insights group. The women asked for a group where they could continue meeting women who had a shared experience. They could discuss further and put into practice what they had worked on in Insights. They could share in a supportive space without judgement or critique. It ran every second Friday.

8 women attended the group

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 resources. 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 at such times. Covid restrictions brought significant difficulties but also, we are delighted to say, new and streamlined practices. In collaboration with our partners in the Court Services and An Garda Síochána we continued to support the women with remote applications. The scheduled appearance system in the courts meant that women did not have to wait as long as in pre-Covid times for their hearings. However, restrictions continued to bring some problems such as a lack of a safe place for women to wait in that shortened time. Despite the excellent work of the court security and the Garda present, as well as our own staff, the Court House continues to be a place that perpetrators use to intimidate their victims.

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

200 Court Accompaniments – 32 Other Accompaniments

Children and Young People Services

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. The complex needs of child survivors growing up in these environments means, as Dr Kat Ford has said, that they can experience feelings of blame and responsibility which 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

121 children availed of childcare within the Refuge in 2021.

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.



'This is me' wall created by the children who use the Refuge, to show us the 'me' that they project to the world and the 'me' that they keep for themselves. Domestic abuse does not discriminate and can affect all women and children. It is often not visible from the outside.



Sensory & Wellness Garden

We were supported by the Hospital Saturday Fund, Elm Landscaping & the Clare Local Community Development Committee to realise our ambition to start developing a Wellness and Sensory Garden. For women and children subjected to it, Domestic Abuse can be a harrowing and lonely experience. For many, solace cannot always be found in words and for others words are not how they express themselves. The experiences of Domestic Abuse have been exacerbated in Covid times. Circumstances and the societal message that the safest place from the virus is in the home meant that women and children's' worlds narrowed and shrunk until they were trapped with their abuser.



The purpose of the garden is to allow women and children a safe, freeing outdoor space to find sanctuary once more. From a Covid perspective the outdoors is the safest place to be so although that is a benefit, this garden will do so much more than that. It will be a garden that appeals to all the senses- the adjoining "river" lets the garden user hear the relaxing sound of flowing water. Within the garden we will have a wild area for bees and butterflies, we will grow scented plants such as mint and lavender, we will have leaves and barks of different textures and we will have both textured and smooth paving. We will attract bird with feeders and also have gentle wind chimes. By sitting in the chair with

their eyes closed, and not being obliged to say anything, a child or woman can listen and smell. By walking through the paths they will feel the paving and the barks while seeing the colours of the insects and flora & fauna. They can find calm within the space that may support them to regulate either before or after an often trauma triggering session or



Outreach Children & Young People's Supports

We continue to evolve our 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 are:

- 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 409 support sessions were held with 83 individual women availing.

Summer Therapeutic Programme



Last summer 8 young people participated in our first Summer Therapeutic Programme. Throughout the summer, these young people participated in various activities with the aim of achieving multiple outcomes including improved self-confidence, improved conflict resolution skills and gaining an understanding that they were not alone in their experiences of domestic abuse within their homes.

One of the activities was the development of an interactive mural. This was done in partnership with a local Artist Rachel McManus who developed the concept with staff and young people and then all worked together to bring it to fruition.

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.



130 individual children, or 188 including re-admits, availed of refuge

We carry out many activities with the children whilst in our care and sometimes participate in national initiatives. The picture shows the children doing crafts as part of the one million stars project.

119 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 being subjected.

We participated in 10 child protection/welfare fora.

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 the 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 three secondary school groups in the county (including Scoil Mhuire, Ennistymon, pictured here) and spoke with the young people about our healthy relationships, red flags in dating relationships, how to break up safely and how to access supports if you are experiencing abuse within a relationship. These school talks



evolved and became group conversations between the young people and ourselves. It is encouraging when we see that the young people are already very aware of what abuse is and that the school is doing work with them on these issues. 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.



199 young people were involved

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 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. To view a short film on *Insights*, go to www.clarehaven.ie. Women can self-refer or be referred by a Family Support Worker, PHN, GP, Social Worker, a family member or a friend. They woman does a preliminary meeting with the facilitators to ensure this is the right programme for her, and that she can make the substantial commitment required, before settling into the group. Either before, during or after she can join the peer support group to assist her to process what she has done in group and to discuss and reflect on the material.

22 women attended Insights

Insights for Mothers

We ran one course of our Insights for Mothers Programme. It too is a personal development/educational programme but for mothers who have experienced domestic abuse. This programme focuses on helping mothers understand how their relationships have impacted both themselves and their children. Aided by highly experienced psychotherapists in a confidential atmosphere, mothers will learn to understand their children’s challenging behaviours, and how to support and communicate effectively with them. To view a short film on *Insights* please go to www.clarehaven.ie. Women can self-refer or be referred by a Family Support Worker, PHN, GP, Social Worker or a family member or friend. They woman does a preliminary meeting with the facilitators to ensure this is the right programme for her, and

that she can make the substantial commitment required , before settling into the group. Either before, during or after she can join the peer support group to assist her to process what she has done in group and to discuss and reflect on the material.

6 women attended Insights for Mothers

TLC Kidz

This is a 12-week psychoeducational programme for both children (aged 5-18) and mothers; both groups run concurrently. It is an early intervention approach for children and young people who have experienced domestic violence and abuse. We ran four courses of this programme in collaboration with Barnardos in 2021. These included 2 TLC Kidz Project for teenagers, a 6-8 years old's TLC Kidz Project and a TLC Kidz project for 10-12 year olds. We also supported the roll out of a TLC Kidz Project for Mothers.

2 Women and 23 Children Attended TLC Kidz Project in 2021

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 help to fund and resource our service. For the majority of 2021 we were not in a position to go to many Community Groups or Clubs, Companies or Businesses to talk to members or staff about the issue of Domestic Abuse, the services we provide and ways in which they could help. Despite the limitations of Covid it was still possible to continue this work in a limited way remotely on virtual platforms.

5 Third Level students and 13 partner organisation colleagues attended talks.

Mainstream Media

We have a very good relationship with local media outlets. We thank the Clare Champion and Clare Echo 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.

18 local media articles and interviews of which we are aware.

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.

Mailshots were circulated to approximately 225 recipients throughout the year

Radio Campaign

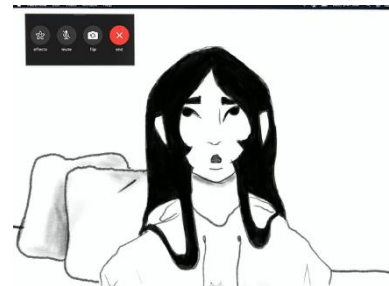
In the Spring and the Autumn we ran a public radio advertising campaign on Clare FM promoting our service and our helpline. Between it and the ongoing high-profile nature of the issue we noticed surges in calls and interest in our service from the public.

16 Days of Action

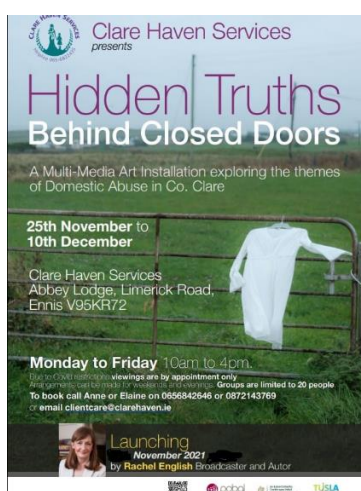
The 16 Days of Activism against Gender-Based Violence is an annual international campaign that runs from the 25th November, the International Day for the Elimination of Violence against Women, until 10th December, Human Rights Day.

Hidden Truths: Behind Closed Doors

In collaboration with six artists Paul Corey, Rachel MacManus, Birgit Schneemann, Michelle Hickey, Katie Elger and Jules Greystone we developed a multi-media installation exploring the themes of Domestic Abuse in Clare. Using sculpture, film, animation, art and crafts. It spread over 11 empty rooms of exhibition space. It was interactive in places and some of the depictions were harrowing and upsetting. It asked the visitor to reflect, to hear, to see and to experience the hidden life of domestic abuse for women and children. It was launched on the 24th of November 2021 by Broadcaster, Author and Clare Woman Rachael English. We are grateful to her, to technical designer Mick Loughnane and author Felicity Burke for their support. - To see a short film of the launch and the exhibition please go to www.clarehaven.ie.



28 people attended the launch, 66 people were informed about it through invitations for the launch and 228 people were recorded as visiting the exhibition between the 24th November and 17th of January. This does not count drop-ins.



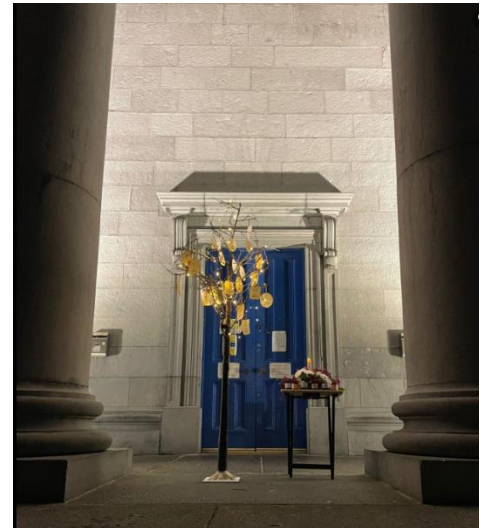
Candlelight Walk & Vigil



We reactivated our in-person walk to remember the women who have been killed as well as all the women and children being subjected to domestic abuse in Clare on a daily basis. This walk had the support of the court services, An Garda Síochána and with thanks to Pauline Bradley who assisted our team to put the event together. The music was beautifully provided by Clare Songbirds. We are grateful to the family members of women who were killed and the people of Clare who supported us in remembering the lives of all those women.



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50 people were in attendance

Library Stands



In Partnership with Clare County Library Service we had stands in six libraries across the county. At each stand a member of staff answered questions, gave out information and offered one to one support to anyone who sought it.



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 such 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 children subjected to domestic abuse in the county. *Listen Hear Act* is hosted on www.clarehaven.ie and hard copies are also available. The pack will act as a roadmap in



assisting professionals working with children and families to provide a clear signpost to appropriate support services. It provides for a multi-agency partnership way of working in order to inform and support those providing supports to individuals and children most at risk. It was launched by Luke Hart, award-winning domestic abuse advocate, author and international keynote speaker, whose mother and sister were brutally murdered by his father in a final act of vengeful domestic abuse. The launch was a hybrid experience with limited in-person numbers and an online platform held on international Children’s Day 20th November 2021.

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 last couple of years of uncertainty that individuals and businesses have faced, 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 perpetrated by 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; all are valued equally by us. The kindness, encouragement and positivity we receive from so many throughout the county is incredible and equally appreciated.

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 2021.



Goodwill



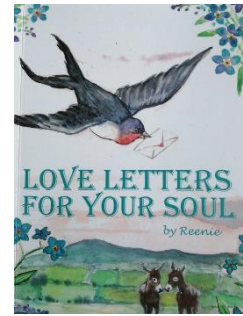
This is generously supplemented by the people and business of Clare who donate financially and in-kind directly to us. We cannot name everyone. Not everyone wants to be named and also, there are so many of you.

Even in these straightened times there were many events organised, or donations made, that required no input from us, so large is the much-appreciated goodwill towards our service and clients from the community. Among those



who assisted us, The Old Ground Hotel did the Jerusalem Challenge, UL Hospitals held a raffle and Fair, Gregans Castle donated vouchers we could raffle, Palm Free

donated soaps for our clients, TTM Healthcare held a staff fundraiser, the Clare Echo did a Monster Hallowe'en Fundraiser across their staff and readership, Ennistymon CBS had a variety show, Pepper had a Toy Fund Appeal. Mountshannon Arts had a Hush Hush Exhibition of which we were a beneficiary, the Ennis Golf Club Ladies played for us as a fundraiser, Reah Higgins donated the proceeds of her beautiful book *Love Letters for your Soul*, Hotel Doolin held *Song for Solstice*, while we were grateful recipients of the *Ireland Funds America Grant*. These were just a small number of the many donations we received throughout the year. To those named and unnamed, we thank you.



Clare Haven Horizon Charity Shop

Haven Horizons focuses on education, research, collaborative partnerships and piloting international best-practice models. It also runs the Clare Haven Horizon Charity Shop. We are one of the beneficiaries of the profits from the shop from which we get a contribution towards some of our overheads. People continued to generously support the shop by making donations and purchases. The Staff there were very creative in adapting to the Covid crisis by going online and having pop-up experiences to optimise the continuing goodwill of the people of Clare for Clare Haven Services' work. This great work was recognised in their winning three awards at the 2020 ICSA Charity Shop Awards presented in October 2021.

Yellow Harbour

With funding received through "RTÉ Does Comic Relief" we secured funding to hire the services of Yellow Harbour to support us to audit our future fundraising endeavours, to assist us in developing income generation streams and to develop our fundraising & income generation strategies. These had all been identified as risk areas in our governance



review and we were delighted to be able to take steps to address it. While by far the greatest part of our funding comes from TUSLA and the DCEDIY, we always need some additional funding. We had a very positive fundraising year with their guidance. They opened up new opportunities for us and assisted us to tell the Clare Haven Services story to a wider audience. Under their guidance we have developed strong relationships with organisations that we had not worked with before whilst enabling us to reconnect with old friends. These included St Francis Credit Union, Hospital Saturday Fund, the National Lottery, ESB, Civil Service, HSE Dormant Accounts, Smithstown Engineering and Edward Life Sciences among others. They also began the development of our "Home is Where the Hearth is" Campaign which we will continue to grow over the coming years.



Plans for a New Refuge

While our current refuge has, for many years, provided a safe environment for women and children, times and standards move on, and the refuge no longer reflects current best practice for facilities of this nature. In recognition of this Clare Haven has, for a number of years now, been working towards

the development of a new refuge facility. This is a complex process and we have been working with Respond! to design a new facility with the hope that the accommodation element of it will be funded through the Government's Capital Assistance Fund for housing. Even if that approach is successful, however, Clare Haven will have to make a large capital contribution to the cost. This will require fundraising of a scale beyond what it has ever had to do in the past. We are confident of the support of the people of Clare and indeed beyond to help us with this. So watch this space!!

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 Clare based agencies together to address the issues of Domestic Abuse in many sectors of Irish society. Through it we take a multi-agency approach in our work so women and children have a wraparound service to meet the broad spectrum of needs caused by domestic abuse.

We are a member of the Limerick Homeless Alliance where we share experiences of the homeless situation and the issues of getting accommodation due to Domestic Abuse. We also participate in training with our colleagues in the alliance such as First Aid and Manual Handling to ensure all staff remain up to date with their skillsets. We share resources to ensure good practice across the sector. We can also apply for funding through the alliance. In 2021 we were able to train all staff in Supporting Challenging Behaviour due to that fund. Through the alliance we are a member of the Regional Homeless Forum where we meet with agencies, local authorities and organisations in the Midwest for information sharing and networking.

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 in April 2020 and carried into 2021. 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, however, extremely disturbed to hear of the approximately 30 999 calls related to domestic violence which were improperly cancelled in Co Clare as stated by Garda Commissioner Drew Harris.



We were delighted to participate in the promotion of the Department of Justice national #StillHere campaign. Its function was to ensure that victims of domestic abuse knew that they were not alone and 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 remained available to support victims. A particular reassurance was that services 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, 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+. Similarly, with funding from the Department of Justice we completed a collaborative project with Doras Luimni to look at the issues impacting on migrant women who are our clients to ensure equity of service.

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.

In their own words

After their interactions with our service we ask our clients to feedback to us what they thought of what we do, what we provided for them and how we can improve. They do this anonymously. Below are some extracts from those comments:

Here I felt completely safe, The Children are happy here, it is most important to me. Big thanks to everyone who helped me. Incredible staff. May the almighty give you all the BEST!!
(Adult client)



Very helpful and understanding. Never judgemental. Always making sure me and my [child] were ok. Really helped me both escape my abusive ex-partner and move on with my life & support me. (Adult client)

I learned a lot and it helped to hear the types of abuse and to know how to help. Thank you,
(School Talks participant 16 years old)

This talk really helped me and made me aware of the possibilities of what happens in real life. Some of these are relatable to people I know, (School Talks participant 16 years old)

I found this talk and discussion quite informative, important and educational. It made me even consider some situations I have been in before and taught me what to look out for and how to see the signs before anything could get out of hand in my future relationships, (School Talks participant)

Tell me what you like about staying here? Not much, jumping over the bridge.

Tell me what you would change? I'd love a games room.

Did you learn anything new here? That fighting ain't the way.

Did you discover anything new about yourself while staying here? Mainly good actor.

Can you share your favourite memory from staying here? The climbing frame when I completed it.

How are you feeling about leaving here? I love this place too much, I just don't want to leave. (Child client aged under 12)

Tell me what you like about staying here? Funny bedroom, playroom, having a bath, its lovely here.

Tell me what you would change? The beds, put new sheets and covers on them. Flowery ones.

Did you learn anything new here? Learned about sensory boxes.

Did you discover anything new about yourself while staying here? I am good at singing.

Can you share your favourite memory from staying here? Doing art, the park

What would you say to another child coming into the playroom for the first time? Hi, what's your name? The [staff] are funny and nice. (Child client aged under 12)

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 2021

	Notes	Unrestricted Funds 2021 €	Restricted Funds 2021 €	Total 2021 €	Unrestricted Funds 2020 €	Restricted Funds 2020 €	Total 2020 €
Income							
Donations and legacies	5.1	132,523	50,664	183,187	101,984	23,557	125,541
Charitable activities							
- Grants from governments and other co-funders	5.2	-	1,046,638	1,046,638	-	878,759	878,759
Investments	5.3	25	-	25	88	-	88
Total income		132,548	1,097,302	1,229,850	102,072	902,316	1,004,388
Expenditure							
Charitable activities	6.1	6,493	1,049,180	1,055,673	99,727	868,747	968,474
Net income/(expenditure) before exceptional items		126,055	48,122	174,177	2,345	33,569	35,914
Exceptional items		162,346	-	162,346	-	-	-
Net income/(expenditure) after exceptional items		288,401	48,122	336,523	2,345	33,569	35,914
Transfers between funds		11,544	(11,544)	-	31,817	(31,817)	-
Net movement in funds for the financial year		299,945	36,578	336,523	34,162	1,752	35,914
Reconciliation of funds							
Balances brought forward at 1 January 2021	17	732,146	1,752	733,898	697,984	-	697,984
Balances carried forward at 31 December 2021		1,032,091	38,330	1,070,421	732,146	1,752	733,898

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 13 June 2022 and signed on its behalf by:



Comhairle Contae an Chláir
Clare County Council

