

CLARE HAVEN SERVICES

2022 Annual Report



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Introduction from Chairperson of the Board

I am delighted to provide this short introduction to our Annual Report for 2022 and recognise the hard work which went in to preparing it. Annual Reports are an important element of any organisation's framework for engaging with its stakeholders. It is where you will find a summary of all of the activities of the organisation over the previous year, the nature and level of its achievements and, indeed, some of the challenges which it has faced. Many will also find out things about the organisation of which they were not aware, services they provide and issues they address. I hope that you will find this report illuminating and impressive.



The awareness of Gender-based Domestic Violence has increased significantly in recent years and it has gained a greater prominence in public discourse and Government policy. The greater recognition of coercive control as a particular form of domestic violence has also helped to expand the general understanding of the issue and the extent of its reach.

While the topic may have become more prominent in recent years, however, Clare Haven Services have been addressing the issue and responding to its changing profile for over 25 years. As our understanding of the issue and its many ramifications have grown, so has the breadth of the support services we offer. One area which has grown significantly in recent years is that of support of the children and young people who are impacted on by domestic violence. Exposure of a young person to such situations can have long-term negative effects, so early intervention to address the associated trauma is recognised as an important response with many long-term benefits. We have expanded the services we offer in this area significantly and will, hopefully, continue to do so.

I also want to flag here our intention of developing a new refuge to meet the needs and standards of the 2020s. Our refuge is one of our most high-profile services and it has provided safety and comfort for hundreds of women and their families over the years. However, the design of the refuge does not meet the best practice standards of today and we are working with RESPOND, from whom we lease the existing centre, Tusla, the DHPLG and others to develop a new facility with new and better facilities. These projects are slow to bring to fruition but we hope to be able to announce progress very soon.

We are, of course, dependent on many for the services we offer. Our principal funders Tusla and the DCEDIY have been very supportive and generous over the years and continue to be so. They provide use with the basic funding needed to provide our services and were particularly supportive during the recent COVID challenges. While we get our base funding through these sources, however, many of the additional services which we provide are made possible by the generosity of the people of Clare whose ongoing support for Clare Haven is remarkable and something for which we are truly thankful. Support from your own community is not only important from a resourcing point of view; it also carries with it a level of endorsement which is very important to us.

We are also extremely thankful for the significant ongoing funding which we receive from our share the profits of a Charity Shop in Ennis which is run by Haven Horizons. The manager and staff of that shop run a top-class facility and has won many awards for their work in recent years.

We work closely with a variety of local stakeholders to assist in the delivery of our services including CLAN, the Local Authority, the Garda Síochána, Clare County Childcare Committee and the Courts Service. We value the co-operation which we receive from these organisations which helps us to do our work more effectively. We also recognise the support which we get from the local media which

helps us to spread our message of hope and support for women who are experiencing domestic violence.

The running of an organisation such as Clare Haven requires many types of input and the governance of the organisation is in the hands of excellent Directors who provide strategic direction and oversight and have done so over the years. We recognise the importance of their role also.

But any organisation such as Clare Haven Services is an organisation that relies primarily on its management and staff. No matter what the facilities which we may have, it is the work which goes on within those facilities that is critical. I am glad to say that in Clare Haven we have outstanding management and staff who fill many different roles. Providing a service such as ours requires a level of personal commitment and investment of oneself that is not required of many other occupations. The management and staff of Clare Haven provide this willingly and unstintingly. The good of the women and children we serve takes priority at all times and every effort is made to provide them with the support and safety that they need at a time of crisis in their lives. On behalf of the Board and all of those whom they have served over the years, I want to recognise and acknowledge their dedication and professionalism.

Ciaran Lynch

Board Chair

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 started to make phone calls.

Colette worked in a nearby secondary school 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 29 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, Children & Young People’s 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 who were made up of: Ciaran Lynch – Chairperson, Joan Feeney, Elaine McGrath, Bernadette Kinsella, Maggie Naughton and John Shaw.

During 2022 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 believe 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.

The work of board members requires significant time and energy from dedicated volunteers. It is the oversight of the board and their ongoing dedication that means Clare

Haven Services thrive, meets its social & statutory obligation and addresses the needs within our community.

Staff

Clare Haven Services is only as good as the stalwart 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.

We continue to work with staff to carry out ongoing professional development and training as well as encouraging them to complete CPD. One piece we did this year was to invite 10 agencies over 3 days to work on our knowledge of the diversity within our society. By looking at Domestic Abuse through the lens of the nine grounds of discrimination as laid out in the Equality Act we opened up a discussion centring on the fact that Domestic Abuse perpetrators don't discriminate, so neither do we as an agency. We also opened the series to other organisations and agencies in our network. The speakers came from: Amal Women's Association, Barnardos, Bristol University, Disabled Women Ireland, Immigrant Council of Ireland, National Traveller Women's Forum, One Family, Rainbow Project NI and Sage Advocacy. The recordings of the talks are on our website.

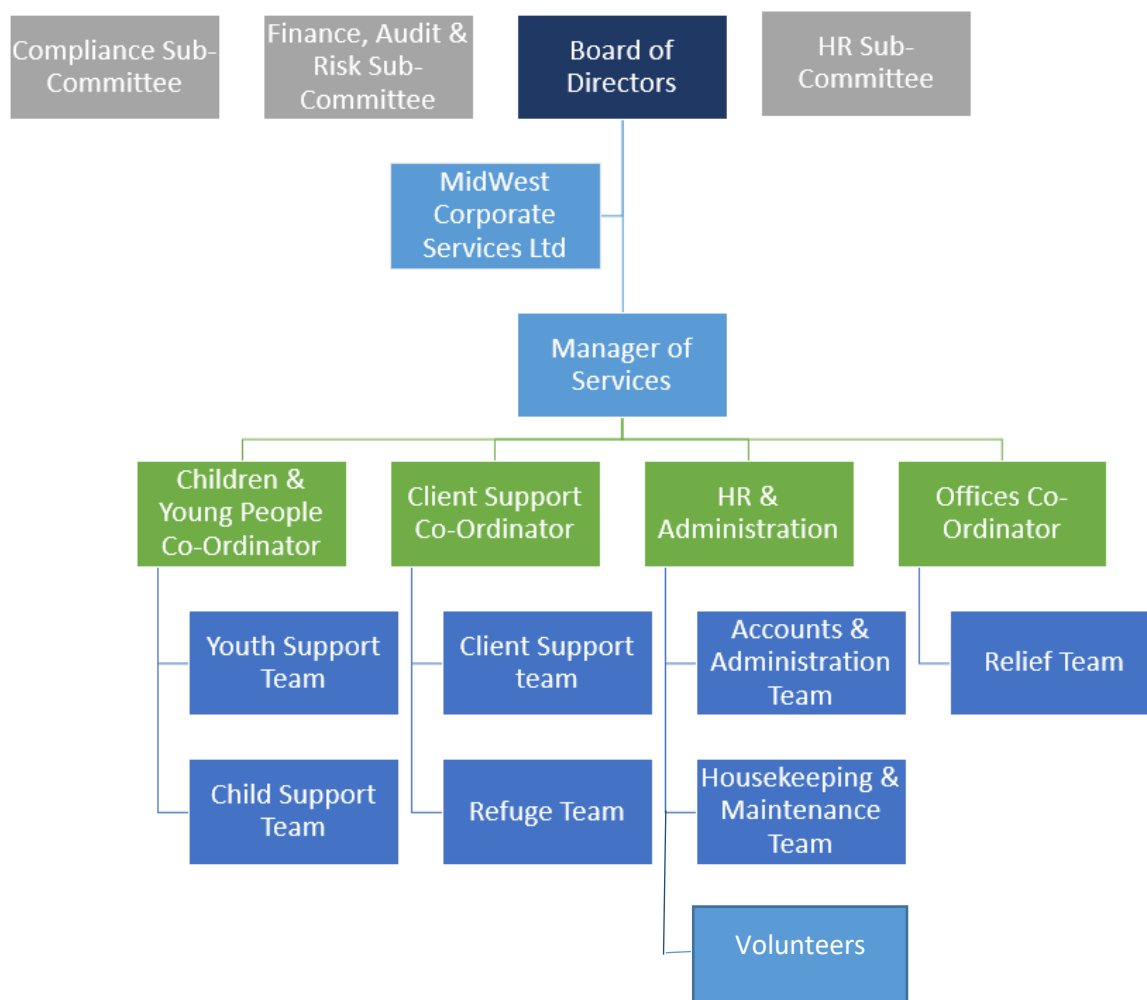
Volunteers



We are very fortunate to have the benefit of so many volunteers to assist us to do our work. Although the volunteers that give their time and skills to Clare Haven are so valued, because of the nature of the work they do, we cannot often draw attention to it. We are so grateful to them all. One thing we can show off is this amazing Christmas feature created by Pat the Gardener in front of our education and resource building.

Our volunteers contribute greatly to our Children & Young People Service, Our Court Accompaniment Service, Our Maintenance and Gardening team, Public Awareness work and Fundraising. We recruit through the Clare Volunteer Centre, via social media and our website.

Organisational Chart



The Covid Era

As we came into 2022 there were surges in Covid once more so it was an ever-present spectre over our work. Throughout the year government slowly began to lift restrictions and society started to open up. We too were in a position to relax some of our own mitigations but remained staunch in our endeavours to keep Covid out of our service. The pandemic continued to bring with it anxieties and concerns that had to be worked with and addressed. Our core funder, the DSGBV in Tusla, continued to financially support us to meet ongoing resource needs to keep clients and staff safe. Occasionally we had a reprieve from the virus where we could meet with clients and each other in a face to face situation. However, services continued using electronic and media platforms to ensure consistence and quality for our clients.

We know that the pandemic had a significant impact on women. Women and girls may be at higher risk of intimate partner violence and other forms of domestic violence due to perpetrators taking out their frustration on others in the household and thus increasing tensions. Women self-isolating and working from home may be more at risk of psychological, sexual and physical violence from an abusive partner. (NWCI.ie: 2022) We saw this reflected in our increase in requests and admissions to refuge.

As the year progressed further lifting of mitigations took place and we could begin to operate our outreach clinics. We were delighted to be back out in the community meeting our peers and our clients, being able to do our grassroots work which is so important. The significance of this work was shown through the surge of activity in our outreach and drop-in services.

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 continued to be exceptionally difficult in 2022. 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 utilising our two off-site units connected to the refuge. This annex site, although a separate building for distancing purposes, 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. This can simply mean spending time together in the communal kitchen while the children are safely playing outside. 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 mitigations continued to be lifted.

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.

We were delighted to be granted funding to invest in upgrading the refuge through the ESB Energy for Generations Fund and HSE National Lottery. This makes the place more comfortable and welcoming for clients to stay, and for staff to do their valuable work.

80 individual women, or 98 women including re-admits, availed of refuge participating in 611 one to one support sessions

Outreach

Not all women subjected to domestic abuse need to avail of refuge, in fact the majority do not do so. Clare Haven Services offers an outreach service throughout the county. At an outreach clinic, a client 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. These centres are in Shannon, Killaloe, Scariff, Ennistymon & Kilrush.



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 had previously developed a modern remote working environment to use as required. This was enhanced in 2022.



We also made a point of visiting six towns, even when Covid was at its height. We did this on particular days of note such as Nollag na mBan, International Women's Day, Easter and Christmas. Due to the generosity of the people and businesses of Clare we were in a position to put together care packs to deliver to the women and children to bring some light into their day whilst having a chance to meet with them face to face even if it was just for a short moment. The personal interaction is very important for our work as so much is communicated in the silences and by being present that even the best technology cannot capture.

701 women availed of non-refuge support through 429 physical appointments, 2430 phone-calls, 359 emails, 1329 texts

Helpline



Our main helpline 0656822435 is the link for 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 utilised by statutory agencies and others to make

referrals. It is available to our clients 24/7. As technology evolves so do the methods of communication chosen by our clients. We respond to these changed methods. People 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.

Our LGBTI+ Helpline, 0872143769 which is for women who are cautious about using our 24-hour helpline for that initial, tentative enquiry, remains active. Research in other jurisdictions show that LGBTI+ women are subjected to domestic abuse and may be revictimised 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 revictimisation. It is available on Wednesday morning. This initiative was funded by Clare County Council.



984 calls were received on our main Helpline.

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.

46 women availed of 236 counselling sessions

Peer Support Group

This initiatives grew in 2022. It grew out of the Insights and Insights for Mothers groups (see below). 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. The group expanded to include women who were in refuge and women who were due to do the Insights group. They could share in a supportive space without judgement or critique. It ran every second Friday.

As part of the group's activities Beech-Tree Wellness provided a 4-week mindfulness programme incorporating mindfulness, sound therapy, breath work and journaling. The main goal of these sessions was to work on relaxation, self-care and compassion, overall well-being, and triggers within everyday life and skills to cope with these. The aim was to

create a safe and nurturing space for the women to come together, connect, reflect and learn new coping skills.

13 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 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. 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 lessened 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 were, however, supported greatly by the court services staff to offer some sanctuary when it was most needed.

We also offer to accompany women to legal aid, doctors, social welfare, local authority housing authorities, education facilities or where ever she may need to go. Our client support team advocate for our clients and are a supportive presence to ensure the women who are assisted can navigate unfamiliar or complicated areas.

125 women received 216 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 are subjected to 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 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

142 children availed of childcare within the Refuge in 2022.

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.



Sensory Room

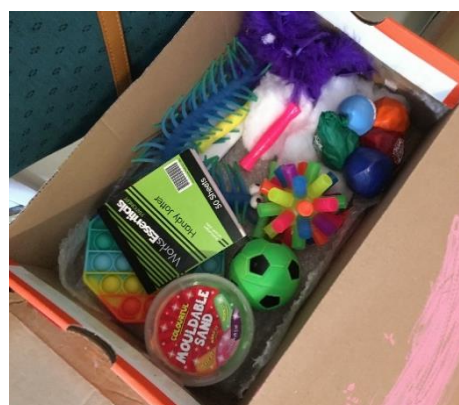


We were supported by Anthony Walsh & the Lough Cutra Community, Edward Life Science/CAF America, Lahinch Ladies Golf, Lions International (Ennis), Mental Health Ireland Association (Ennis) & Tesco Community Fund to realise our ambition to have an onsite Sensory Room. For women and children subjected to Domestic Abuse, it 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.

They can find calm within the space that may support them to regulate either before or after an often trauma triggering session or event. They can come to the space just to be or to explore with each other and do "normal" parent and child activities rather than experience "Fight or Flight" responses. They can use it as a space to reflect, to think or just to hang out; whatever meets their need at that time. Living with Domestic Abuse or the path out of it is arduous and difficult - this space will be an oasis along that road.

Calming Boxes

This is an initiative that began in 2020 to support the children and young people we work with on an Outreach basis. It continued in 2022 with a further 40



boxes created and distributed to children and young people we work with, with support from Tusla. 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 of their feelings and responses. Feedback from Mothers and children continues to be very positive. This has further evolved with children in refuge creating their own calming resources to supplement the calming box resources with, for example sensory balloons.

Play Therapy, Child Counselling, Therapeutic Horse-Riding

Play therapy and child counselling continued throughout the county in 2022. We offer referrals for therapeutic horse-riding, talk therapy and art therapy for children and young people. We have developed strong partnerships with Play to Heal, Ennis Therapy Centre and Killulla Stud amongst other practitioners to ensure our young clients get appropriate care.

43 children availed of 255 counselling and therapeutic sessions

Parenting through Domestic Violence support

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.

97 individual women availed of 503 support sessions.

Outreach Children & Young People's Supports

Direct work with Children & Young People within the Community

Clare Haven Services have been supporting children and young people that access our Refuge based services directly for many years. 2022 saw us begin direct work with children and young people in the community either after they completed their stay in refuge or with young people who were never part of the residential service but whose mothers get support in outreach.

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 5 courses of this programme in collaboration with Barnardos in 2022. These included a TLC Kidz Project for teenagers with 3 participants, two 6-8 years old's TLC Kidz Projects with 14 children participating and 8 participants in the TLC Kidz project for 10-12 year olds. We also supported the roll out of a TLC Kidz Project for Mothers.

10 Women and 30 Children Attended TLC Kidz Project in 2022

Empower Kids

Clare Haven Services were delighted to launch this project in the west of the country in collaboration with Barnardos and supported by the Clare Local Area Network (CLAN). Empower Kidz 'It hurts: Listen to us' supported a group of children and young people nationally to choose a photograph that represents their experiences of Domestic Violence and abuse, the impact of the trauma of their lived experience and/or their journey to recovery.

The Empower Kids Project a multi-agency collaboration with services from around Ireland – and have included the voice of over 50 children to date who have lived with domestic violence and abuse. For more information and to download materials go to www.barnardos.ie/empowerkids. The Empower Kids Project team member services are: Clare Haven Services, Cope Domestic Violence service Galway, Adapt domestic abuse services, Mayo women's support services, Longford women's link, Meath Domestic violence service, Daughters of Charity – Dublin Safer families, Women's aid Dundalk, EPIC, Saoirse Domestic Violence services, Cuan Saor Domestic Violence service and Barnardos TLC KIDZ projects across North Tipperary, Limerick/Clare and Cavan/Monaghan.

There were 4 participants in this project from Clare Haven Services. It was a piloted group approach to Empower Kidz, with Clare Haven Services facilitating the first group to participate.



Summer Therapeutic Programme

During the summer we held Summer Therapeutic Programmes. Supporting young people to have playful experiences and recognise that they are not alone in experiencing abuse is an important element of our work. 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 Larissa Bevillard who developed the concept with staff and young people and then all worked together to bring it to fruition.

We did a second initiative specifically for boys, working with Beech-Tree Wellness, our own facilitators, external experts and adult male survivors. The all worked together with music, photography, holistic therapies and poetry. This work enabled us to allow the young people a space to speak, to reflect and to practice managing their own frustrations. They looked at ways that anger can be channelled into creativity or soothed through self-care.

12 participants

Youth Support Group

Out of the Summer Therapeutic Programmes and the outreach one to one work with young people in the community throughout Clare grew our Youth Support Group. This sees young people with common experiences coming together with our youth work team to develop programme of activities to support them survive their ongoing experiences. Young people can be referred into the group by any of the teams in the service as a need is determined. This was developed in the last quarter of 2022 so only in its infancy but even by the end of the year it became clear that it filled a gap that we, and the young people themselves identified, in our service provision. We are very grateful to Clare Youth Service for the guidance, advice and support in the development of these Youth initiatives. We could not have done them without funding from Tusla-DSGBV, Smurfit Kappa Foundation and RTE Toy Show Appeal.

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.

133 individual children, or 171 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.



253 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 21 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 10 secondary school groups in the county 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.

762 young people were involved in 28 talks

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.

20 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 for Mothers* 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.



8 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. 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. Throughout 2022 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 it was still possible to continue this work in a limited way remotely on virtual platforms but we also got to go out to a few groups as well including West Clare YouthReach, FFSNs, Gardaí and Willow Counselling.

We were invited to participate in the Clinical Education & Research Centre at University of Limerick's awareness raising event.



5 partner organisation colleagues attended in-person talks.

Go Purple / Purple Up



An Garda Síochána hosted agencies in the Ennis Garda Station. The purpose was a meet between the senior members in the district and the services so we could know each other and do appropriate referrals. It was also an opportunity to share experiences and

look at ways for future collaboration.

Northwest Clare Family Resource Centre also had a Purple Up Coffee Morning – they took the opportunity to raise awareness about our service with their service users. They joined forces with Ennistymon CBS and did a collection for us. Both events showed the generosity of the people there as well as the interest in the issue.



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 on a number of occasions throughout the year.

20 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 lively and active Facebook, Instagram and Twitter Accounts that people can follow and contact us through.

Mailshots were circulated to approximately 254 recipients periodically throughout the year

Radio Campaign

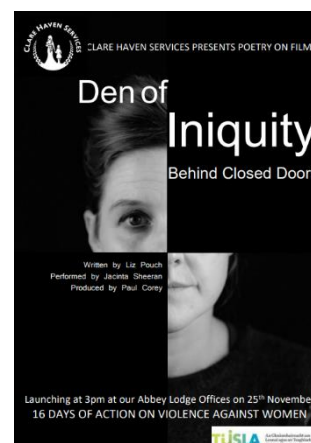
In the Spring and the Autumn we ran a public radio advertising campaign on Clare FM promoting our service and our helpline. Between it and the ongoing high-profile nature of the issue we noticed surges in calls and interest in our service from the public.

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.

Behind Closed Doors: Den of Iniquity

We returned to the creative arts for our 16 Days contribution. In collaboration with film maker Paul Corey, performer Jacinta Sheerin, artistry Rachel McManus and through the generosity of



poet Liz Pouch, 4 short films were developed exploring the themes of Domestic Abuse from the perspective of a child victim. Using powerful words and striking imagery the stories are told, though the depictions were harrowing and upsetting. It asked the audience to hear, empathise and understand the hidden experience of domestic abuse for women and children. It was launched on the 25th of November 2022 in a small intimate gathering by the author. In order to see the films go to Clare Haven's YouTube Channel.

50 invitations were extended and the films remain on our social media channels.

Candlelight Walk & Vigil

Every year during the 16 Days we 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 An Garda Síochána and the court service. The music was beautifully provided by Sinead Quinn. 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.



Approximately 50 people were in attendance



Library Stands

As part of our 16 Days work, and 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. These six libraries and others in the network set up stands for the duration of the 16 days that included information about domestic abuse, information about services throughout the county and

displays of books on the topic.

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. 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.



We were delighted to be the nominated charity for ELFC in Shannon

who through actual labour and donations they developed 2 amazing counselling rooms and an education room for our clients to use. The ELFC staff came to our site and did the painting scrubbing, furniture assembly and organised all the logistics to turn two dormant rooms into a fantastic resource that benefits so many of our clients daily. They also upgraded our training and resource room.

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 Mountshannon Arts Festival held an auction, Gregans Castle donated vouchers we could raffle, Young People from Clare Youth Service-The Junction put together gift packs, as did pupils from Caherea National School, as did the pupils from Kilkishen National School. Clare FM brought back their annual busk for Clare Haven in the foyer outside Dunnes Stores and the generosity of the shoppers was incredible. We were the charity of choice for the IACP - Irish Association for Counselling & Psychotherapy from whom we received a generous donation to our service. The Ennis Lions Club made a number of generous donations to us. We were grateful beneficiaries of the Tesco Community Fund which comes from customers of the supermarket. The support for the work of Clare Haven is throughout the county and as a result we are very lucky to be invited to some of the most beautiful places in the county. The kindness of the community of Inchaboy meant we had a wonderful morning in a fabulous location as part of their fundraiser for us.



St Joseph's Secondary School in Tulla made a generous donation to us after the hard work



of their TY students. (Special mention to Hugh Cronin and his lovely hair). More hard work came from Soccer Sisters Ennis and we are also now proudly emblazoned on their kit. At the opening of the year Kilkeedy Community Group opened the new year with a fundraising run with us as beneficiaries. 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 CLG 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.

Yellow Harbour



We continued our relationship with 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. They continued the development of our "Home is Where the Hearth is" Campaign which we will continue to grow over the coming years. It was with their assistance that we were grateful beneficiaries of project specific funding from ESB, National Lottery, Smurfit Kappa and The Toy Show Appeal.

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 across the county 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. 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 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.

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:

I really appreciate all the support from the beautiful staff. They were all so kind and caring. (Adult client)

I appreciate the refuge always welcomes me back with no judgement and are always very supportive. (Adult client)

Understanding staff... how fast I was took (sic) from a bad situation,....the safety of the building (Items appreciated by an Adult client)

'Brought great awareness of certain things that we wouldn't have known was abuse in a relationship- (love bombing)'

(School Talks participant 16 years old)

'I learned that children experience similar emotions to the adult being abused'.

(School Talks participant 16 years old)

We were honoured to be presented with a short creative writing piece from a woman for whom our service had a profound effect.

This Little Girl by D. C.

There was a little girl who felt little all her life.

This little girl grew up and fell pregnant as a youth (age 17).

This little girl raised her baby girl to be the best person ever.

This little girl came to a safe house to work.

This little girl found out where the hope was where the sun shined so bright that it made her feel bright inside.

This little girl didn't no she grew up in a domestically violent home until she went to the safe house called Clare Haven Services (Refuge).

This little girl cried with happiness that there was hope out there for her from the knowledge she was gathering from work, courses, college, books, and counselling to repair her life.

This little girl started to understand her anger and sadness and all those big feelings she never knew how to cope with, she only knew how to fight the feelings away or take flight and run to protect herself in the most toxic of ways.

This little girl wanted to know why she picked unhealthy relationships why she was always drawn to negative/risky behaviours.

This little girl looked for help she wanted to find out what was wrong with her.

This little girl took accountability for her actions and forgave herself.

This little girl found out what had happened to her.

11 years later (age 28) this little girl found out she conceived her baby girl from being raped.

This little girl was in denial for a while.

This little girl returned to the battlefield for the help she needed.

This little girl could piece together why she drank till she couldn't remember, why she smoked, why she took drugs and always was drawn to unhealthy toxic relationships.

This little girl could finally see what had happened to her, not what was wrong with her.

This little girl faced and conquered her mental health illnesses and stressors.

This little girl called on all the helpers/ spiritual healers/teachers/ councillors/Therapists out there.

This little girl faced her inner child growing up in Domestic Violence, emotional abuse, physical abuse, neglect, sexual abuse.

This little girl faced her rape by going to rape counselling.

This little girl faced her unhealthy relationships, why she kept falling into the trap of that environment feeling it was normal and safe when it wasn't. Through counselling/Therapies/energy healing.

This little girl had to carve out a new path in life.

This little girl faced the guilt and shame of having an abortion.

This little girl got support from a crises team to identify depression, bulimia, and self-harming from having an abortion and the many traumas through the little girl's life.

This little girl faced months of tears while healing, years of anger and hidden feelings of being scared, like many other feelings, was hidden away, and believing that violence was normal.

This little girl will continue to face her big feelings and give them the space. They deserve to be seen, heard, and acknowledged and understood in a caring, gentle, loving environment that the little girl's parents were unable to give her because they were stuck in the turmoil of Domestic Violence.

This little girl is breaking the cycle with her baby girl.

This little girl will show compassion, love, kindness, tears and a knowledge of healthy limits and boundaries for her baby girl to grow and flourish.

This little girl always dreamed and will continue to dream for a better brighter world and bring her baby girl on this road trip/Journey we call life.

To the 17-year-old little girl that was raped.

I will hold your hand through life. I will encourage you. I will be your number one supporter. I will love you unconditionally. I will guide you through. I will be easy with you when you need to rest and can't go anymore. I will be by your side whenever you need me to be.

This little girl is gathering tools in her toolbox to support her as she navigates life with her baby girl.

This little girl understands the infant/child's brain development and behaviours, so this little girl knows how important play and what language she uses in her baby girl's life and hers.

This little girl has gained wisdom on her journey.

This little girl forgives her parents. She knows her parents did the best they could at the time and knows abuse will never be ok.

This little girl knows how to be grateful for the little things in life.

This little girl now knows how to be present in the moment and connect with her baby girl.

This little girl knows when to breath/take 5/ walk away when big feelings get too much.

This little girl is being the best role model she can be for her baby girl.

This little girl is overwhelmed with joy and happiness that she can connect the dots and understand herself, why she is the way she is.

This little girl was a traumatized child but found that one good person in many stages throughout her life that kept the flame burning of hope in her tummy.

This little girl is now 30 years old writing these words to herself not to be ashamed of her story, be proud of who she has become.

To all the children/youth affected by Domestic Violence there is hope and recovery as you grow up.

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 2022

	Notes	Unrestricted Funds 2022 €	Restricted Funds 2022 €	Total 2022 €	Unrestricted Funds 2021 €	Restricted Funds 2021 €	Total 2021 €
Income							
Donations and legacies	4.1	100,418	149,671	250,089	132,523	50,664	183,187
Charitable activities							
- Grants from governments and other co-funders	4.2	-	933,635	933,635	-	1,046,638	1,046,638
Investments	4.3	63	-	63	25	-	25
Total income		100,481	1,083,306	1,183,787	132,548	1,097,302	1,229,850
Expenditure							
Charitable activities	5.1	48,539	1,004,361	1,052,900	6,493	1,049,180	1,055,673
Net income/(expenditure) before exceptional items		51,942	78,945	130,887	126,055	48,122	174,177
Exceptional items		-	-	-	162,346	-	162,346
Net income/(expenditure) after exceptional items		51,942	78,945	130,887	288,401	48,122	336,523
Transfers between funds		46,933	(46,933)	-	11,544	(11,544)	-
Net movement in funds for the financial year		98,875	32,012	130,887	299,945	36,578	336,523
Reconciliation of funds							
Balances brought forward at 1 January 2022	16	1,032,091	38,330	1,070,421	732,146	1,752	733,898
Balances carried forward at 31 December 2022		1,130,966	70,342	1,201,308	1,032,091	38,330	1,070,421

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



Comhairle Contae an Chláir
Clare County Council

