



# ADAPT

DOMESTIC ABUSE SERVICES

## ANNUAL REPORT **2020**

Company registration number: 84938

*Support and safety for women and their children  
affected by domestic abuse*

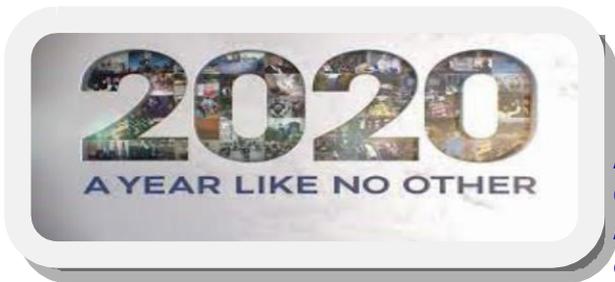
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ADAPT Domestic Abuse Service received funding from the following agencies:





## CHAIRPERSON'S ADDRESS

ADAPT's 2020 annual report recognises above anything else the impact of the COVID-19 pandemic. The onset of this pandemic in early 2020 required that ADAPT Domestic Abuse Services had to continue to function in conditions never experienced before by this generation of staff. The staff led by the senior management team and supported by the Board of Directors ensured that services were kept running in a manner that was safe and in line with public health guidance.

In such a challenging year ADAPT continued to provide support to 901 women and 288 children across our range of services. These figures include 191 women and 345 child admissions to the refuge. In part due to the developing partnership with the Courts service in 2019 a total of 366 women were supported to access information and support on legal protection, including court accompaniment.

The challenges and the responses, in a year of a global pandemic, offered by ADAPT Domestic Abuse Services in 2020 are dealt with in more detail in the body of this Annual Report and within the overview provided by the Asst. Director of Services, Denise Dunne.

The range and quality of the services provided by ADAPT in 2020 has relied on a staff team whose commitment and flexibility was tested to the extreme by the impact of the pandemic. The senior management team in 2020 was led by Monica McElvaney, Denise Dunne and Kevin Taylor. Governance is provided at Board level by the appointed Directors of the company. In 2020 the Board met on 6 occasions. From April onwards, these meetings, including the AGM, were convened via Zoom. The Board of Directors is supported by a Human Resources Committee, an Audit and Finance Committee and a Committee that is reviewing the governance documentation. I would wish to acknowledge the support that the Directors have provided to the services during this most challenging of years, both at the corporate governance level as well as for their individual contributions.

It is also important to acknowledge and thank the funders that contribute to the continued running of ADAPT. In particular we wish to thank the statutory funders who recognised the additional pressures the pandemic placed on ADAPT and who initiated targeted additional grants during the year. ADAPT was also assisted with its costs by individual funders and by other voluntary contributions. We also wish to recognise and thank our corporate sponsors who have come on board to provide funding, including also separate fundraising efforts by the staff of these companies. The Board is of the view that without the range of funders and the fundraising activities that ADAPT carries out throughout the year, the range of services provided for women and children experiencing domestic abuse could be severely reduced. As was the case in 2019, in 2020 the finances were relatively stable and there was not a requirement to commit any of the reserve funds to cover expenditure shortfalls.

ADAPT'S Strategic Plan 2018-2022 continued to be operationalised in 2020. The staff teams, management and the Board of Directors continued to develop operational plans to implement the objectives and actions that are set out in the plan for their respective roles.

Of particular significance in 2020 was that ADAPT continued the process to become a trauma – informed organisation. Linked with this development ADAPT was part of a European pilot project on developing training for domestic abuse services on Trauma-Informed Care at the request of Safe Ireland. Work continues on the integration of Trauma Informed Care into all elements of service delivery within ADAPT. Further detail is contained within the main body of this report.

ADAPT Services continues to strive to provide quality services to women and children that experience domestic abuse. The provision of such a service is dependent on developing and sustaining effective partnerships with state bodies, other voluntary agencies, funders and the communities in which we work. It is critical however that we always ensure that we continue to work in partnership with the women and children that need to avail of our services and that we continue to respond effectively to their presenting needs. In 2020 this connection became critical as the opportunity for women at risk of domestic abuse to connect with services became more difficult due to periods of lockdown. At every opportunity staff in ADAPT reached out through social media, through information disseminated through the Gardaí, Courts, pharmacies, GPs, community groups etc. to assure women that the services were still open and that support was still available.

Looking forward to 2021, we are confident that whatever challenges that may present due to the continued threat posed by COVID-19, ADAPT Domestic Abuse Services is well prepared to deal with them and that the relationships with other agencies that were strengthened in 2020 will continue to grow and develop in order to provide the best possible services for women and children experiencing domestic abuse and coercive control.

*Kevin, O'Farrell—Chairperson, Board of Directors*

## ASST. DIRECTOR OF SERVICES OVERVIEW

2020 will certainly go down in our memories as a year that brought about challenges and uncertainly unlike anything that was ever experienced before. From March 2020, when the Government announced the first set of restrictions as measures to try and curb the spread of COVID-19, and the possible implications that this may have for our service users and staff, we immediately began the process of continuity planning. First and foremost in our minds was the safety of all of our service users, both those in refuge and those in outreach, as well as our staff. We recognised the importance of keeping the refuge open in order to provide a safe space for women and children, at a time when we know that being in lock-down with someone who is abusive was increasing their risk. Yet we needed to do this in a manner that adhered to public health guidance and protected all the staff and other service users who were in the building. The measures that were implemented are detailed later in this report.

With greater hygiene and sanitisation measures having to be implemented throughout the building, the urgent need for PPE, and the public health guidance stating that anyone who could work from home, needed to work from home, we were faced with urgent high costs that we hadn't planned for. We are extremely grateful to Tusla for the additional funding provided to facilitate the majority of these costs as well as other statutory agencies that provided grants to enable us to continue to operate the majority of our services both on-site and remotely.

The closure of our charity shop for the majority of the year and the cancellation of planned fundraising events was a major blow to our income for the year. However, due to a greater recognition from the public on the urgent need for the services, many online fundraising events and individual donations occurred. The staff from a number of local companies also stepped up to the mark providing us with DVD players, DVDs, toys, gardening equipment, craft material for the women and children who were residing in the refuge and restricting their movements outside of the building. A few local hospitality businesses donated dinners for the women and children in the refuge at various points during the year. Christmas lunch was provided by a local hotel and dinner for St. Stephen's Day was provided by a local bar. The generosity displayed by the community in general was over-whelming and very much appreciated.

COVID-19 restrictions brought additional challenges for those women and children who were in lockdown with their abuser. Women told us that the intensity of the abuse increased and that they felt very isolated and unsafe. Nationally an Garda Síochána saw an increase in the amount of domestic abuse call-outs and set up Operation Faoiseamh—a national campaign that utilised the Garda Victim Liaison Offices, the Divisional Protective Service Units and other resources to reach out and make contact with 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.

Here in Limerick, a pilot project between the Gardai in Henry St. Garda Station and ADAPT was developed in November 2020, entitled Operation Sabhailte. Under Operation Sabhailte the Garda Victim Liaison office brought any call-outs of domestic abuse that had been deemed high risk to the attention of an Inspector. Two Gardai were trained up by ADAPT and by the Gardai and were allocated two days per month to liaise with these high risk cases of domestic abuse. The Gardai involved worked closely with ADAPT and supported a number of women in the refuge also.

## ASST. DIRECTOR OF SERVICES OVERVIEW

While 2020 was a challenging year, a number of positive developments also occurred. Kara Connect, an Icelandic company, offered the use of their secure online counselling platform pro bono to reach out to women who needed support. We continued to work with Kara Connect throughout 2020 and secured funding from Tusla to further develop this medium of supporting women remotely with a view to a roll-out of on-line support programmes in 2021.

Safe Ireland also provided a vital support to ADAPT and to all the other support services nationally. They rolled out a 'survivor fund', which we were able to avail off to provide funding to a number of women who were experiencing financial hardship. They also partnered with Air BnB to provide temporary hotel accommodation in Limerick for families that we were unable to accommodate in the refuge, due to demand for spaces. Both of these initiatives proved to be a life-line for women and children. The University of Limerick also offered temporary student accommodation and we were able to avail of this for a family for a number of months.

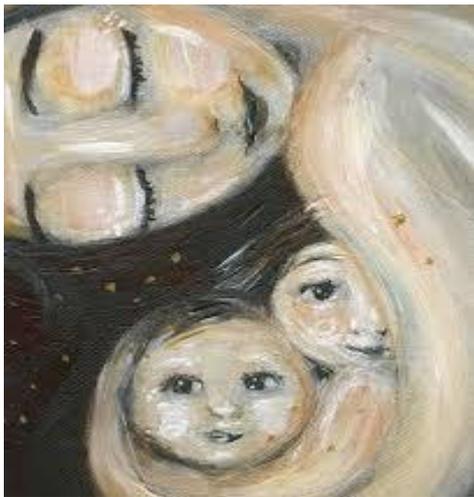
2020 also saw the beginning of planning for a pilot Family Dispute Resolution Project in Limerick Courthouse. ADAPT were invited to sit on the Steering Group for this project which is planned for 2021.

All of this work couldn't have happened without the huge commitment and dedication of the staff and management teams in ADAPT. Their willingness to be flexible and help out in all areas of the service ensured that we were able to continue to provide a range of quality services for women and children throughout 2020 and throughout the pandemic. I'd like to thank each and every one of them for their support and collaboration during an extremely difficult year. On behalf of the senior management team, I'd also like to thank the Board of Directors who continued to provide support to us in navigating our way safely through all the challenges that COVID-19 presented, as well as providing their usual high standard of governance and oversight.

Looking ahead to 2021 we hope to build on some of the new and innovative partnerships and initiatives that were formed in 2020. Our priority, as always, will be to develop and respond to the emerging needs of women and children and help them on their journey of recovery from the trauma of domestic abuse/coercive control.

*Denise Dunne- Asst. Director of Services*

# ADAPT DOMESTIC ABUSE SERVICES—ABOUT US



ADAPT Domestic Abuse Services is a support service for women survivors of domestic abuse and their children. Located in Limerick City we provide a range of services including 24 hour helpline support; emergency refuge accommodation; outreach services; emotional and practical support for women and children. We also work with other agencies to enhance their understanding of domestic abuse and their capacity to recognise, respond and refer appropriately.



## ADAPT's Services

- 24 hour access to safe refuge
- 24 hour confidential helpline
- Outreach service in Limerick City & County
- One-to-one practical and emotional support for women survivors
- Information, advocacy and accompaniment
- Support for children who have witnessed domestic abuse
- Supports for young people including Domestic Abuse Teens Support (DATS)
- Play therapy service
- Weekly support groups for women survivors
- Adult education programmes
- Working with other agencies to address the needs of survivors
- Public awareness including co-ordination of the annual 16 Days campaign
- Delivery of domestic abuse awareness training
- Delivery of Healthy Relationship programmes for young people
- Support and information service based in Limerick Courthouse one day per week for women seeking legal orders related to domestic abuse.
- Free Legal Consultation Clinic in association with a local barrister which runs one evening per week.

### Board of Directors:

The Board of Directors of ADAPT Domestic Abuse Service is committed to maintaining the highest standards of corporate governance and is in compliance with the Charities Governance Code.

The Board of Directors comprise the following: Kevin O'Farrell (Chair); Deirdre Moore, Eileen O'Neill, Mary Kenehan, Alix Tiernan, John Flanagan, Niamh Wallace (stepped down on 20/2/2020), Leonie Kerins (appointed to Board on 22/5/2020).

The Board members are drawn from diverse backgrounds and bring with them a wide range of skills and experience. The Board of Directors met on the following dates during 2020: 20th February, 16th April; 21st May; 30th September; 28th October (AGM) and 10th December. From April onwards all Board meetings, including the AGM were held remotely via Zoom as a result of COVID-19.

### Committees:

The Board establishes committees to take responsibility for specific areas of the work and sets down the terms of reference for them. Currently there are two committees and each report directly to the Board. Both Committees have been very active in 2020.

#### HR Committee:

This Committee has oversight of HR matters on behalf of the Board. In 2020 the members were: Eileen O'Neill (Board member); Mary Kenehan (Board Member)

Monica McElvaney (Director of Services) and Denise Dunne (Asst. Director of Services) attends meetings of this committee.

#### Audit & Finance Committee:

This Committee has oversight of the finances of the organisation on behalf of the Board. In 2020 the members were Kevin O'Farrell (Board member), and Therese Ross (co-opted to sub-group).

Denise Dunne (Asst. Director of Services); Kevin Taylor (Finance and Organisational Services Manager) and Monica McElvaney (Director of Services) attend meetings of this committee.

### Risk Management and Safety Statement

ADAPT Domestic Abuse Services ensures that there is an effective Safety Statement and Risk Management System in place to provide a high quality, safe environment for clients, staff, volunteers and visitors.

In 2020 a separate external risk assessment was carried out in relation to COVID-19.

### Staffing Structure:

ADAPT has a Director of Services (Monica McElvaney), an Assistant Director of Services (Denise Dunne) and a Finance and Organisational Services Manager (Kevin Taylor).

The Director of Services reports directly to the Board and provides reports to the Board in advance of Board meetings to ensure that it has full oversight of its governing responsibilities. Matters such as policy, strategic development, corporate governance and financial budgets are monitored by the Board.

In addition ADAPT has a 36 (24.2 WTE) core staff working across 5 departments. An additional 26 staff are employed through Community Employment Scheme and Job Initiative.



## ADAPT'S TEAMS

### Refuge Service

This department has 9 (4.65 WTE) core staff. Their focus is on addressing the needs of women who are seeking refuge; and support women and children while they are living in the refuge.

### Organisational Services

This department has 5 (3.8WTE) core staff. They provide services to support ADAPT to function to appropriate governance standards and to deliver quality services to service users. These services include HR, finance and administration.

### Women's Services

This department has 7 (6WTE) core staff. Their focus is on addressing the needs of women survivors of domestic abuse. They provide support either face to face or through the Helpline.

### Child & Youth Services

This department has 8 (5.2 WTE) core staff. They focus on addressing the needs of children and young people who have witnessed domestic abuse. They work with mothers to support their children.

### Training & Development

This department has 5 (3.2WTE) core staff. Their focus is on prevention, public awareness and fundraising. They also provide training for professionals to enhance their capacity to respond appropriately to domestic abuse.

### Property Services

This department has 10 (5.7 WTE) core staff. Their focus is on maintaining the upkeep of the building, surrounding grounds and transitional houses.

### Community Employment and Jobs Initiative

ADAPT also employs a number of staff funded through the Community Employment Scheme and Jobs Initiative Scheme. The staff on this scheme provide support across all departments.



*THE VISION OF ADAPT IS  
A WORLD FREE FROM DOMESTIC ABUSE*

## MISSION

The Mission of ADAPT is to offer support and safety to women and their children affected by domestic abuse. The service is committed to challenging domestic abuse by strengthening the capacity of individuals, communities and organisations to respond effectively and to change society so that domestic abuse is no longer tolerated.

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**EMPOWERMENT** *We value empowerment as an effective approach when supporting women affected by domestic abuse. This approach helps the women become stronger and more confident, especially in relation to making decisions that affect their lives.*

**RESPECT** *We are committed to respecting the dignity of every individual that comes in contact with ADAPT including our service users, our staff, volunteers and external agencies.*

**PEOPLE-CENTRED** *We are committed to providing services that are responsive and relevant to each service user's unique needs. We actively listen to the voice of our service users and value their feedback.*

**EQUALITY** *We embrace the values of equality and diversity by treating staff, volunteers and service users with impartiality, inclusiveness, openness, and fairness.*

**EMPATHY** *We work with sensitivity and compassion so that we can better understand and respond to the needs of the women and children who seek our support.*

**NON-JUDGEMENTAL** *We believe that all our service users have the right not to be judged. We are committed to treating all service users the way we would want to be treated, regardless of their life circumstances, challenges and experiences.*

**TEAMWORK** *We believe in working together in a spirit of solidarity and co-operation where staff and management all contribute to the development of the service.*

**INTEGRITY** *We are committed to adhering to the highest standards of ethics and professional practice, to upholding the rights of our service users and to being honest and truthful in our dealings with all who come in contact with ADAPT including our service users, staff and external agencies.*



## IMPACT OF COVID-19 ON SERVICE PROVISION

### A CHALLENGING YEAR:

From the start of the first lockdown ADAPT's priorities remained the same – the most important being the safety and wellbeing of all our service users and our staff. A COVID response team was established to co-ordinate changes relating to all operational and staff requirements. The Team developed sets of protocols to cover all areas of the service. Enhanced hygiene and sanitisation were implemented in the refuge and around the rest of the building. Rooms were re-configured to allow for social distancing and all communal areas were closed down.



During this time a new roster was implemented whereby front-line staff were working initially on a 3 week rotation and then on a 2 week rotation. This allowed for a full team to be brought on-site should an outbreak of COVID occur resulting in the current team having to self-isolate. Other arrangements such as remote working from home were brought in for other non-frontline staff.

### HELPLINE:

At the start of the restrictions that were implemented due to COVID, the helpline calls decreased. Schools and many work-places had closed and as the government had implemented a 5Km radius on leaving households, many women found it difficult to seek support. However, once restrictions began to ease the helpline got busy with a 13.5% increase on last year's figures.

### REFUGE ACCOMMODATION:

All throughout 2020 the ADAPT refuge remained open. Many of the families that were in refuge at the start of the first lockdown remained in refuge for longer than necessary as it was difficult to secure move-on options for them because of COVID.

The University of Limerick offered temporary accommodation for three months for one family that needed to move on from refuge and we also availed of Safe Ireland's Air BnB Initiative which allowed us to accommodate 2 families in a nearby hotel while they were waiting to come into refuge.

### ON-SITE TESTING:

While the numbers of families needing to be tested remained low, we were able to secure on-site testing for those families. If families needed to self-isolate staff supported them with shopping, collecting medication, cooking and laundry.

# 2020—THE YEAR IN REVIEW

## **OUTREACH SERVICE:**

From March 2020 our outreach service moved from face-to-face appointments to telephone support. However, in June when restrictions began to lift face-to-face outreach commenced mainly outdoors or in a space whereby social distancing could be safely maintained.

## **SUPPORT GROUPS—STAYING CONNECTED:**

While the two support groups that ADAPT normally runs—Let's Talk and the Road to Recovery couldn't meet, weekly telephone support was provided to participants that requested it.

During the year a partnership was formed with Kara Connect, an Icelandic company that offered us their services pro-bono. Kara Connect had developed a secure counselling platform that they were happy to adjust to suit our needs. This resulted in us receiving funding from TUSLA to develop and run the Let's Talk Support Group on-line in 2021 and also to develop a new psycho-educational programme on domestic abuse and trauma to be delivered online in 2021.

## **CHILD AND YOUTH SERVICE:**

From March right through to October the Child and Youth Service remained closed. However, a limited service was offered to refuge residents whereby each family in the refuge (including Mum) could avail of a one hour supervised play session with two staff from the Child and Youth Service. The staff ensured that all COVID health and safety protocols were being followed before, during and after each family session. The mother had to attend the service with the children and the feedback received was overall extremely positive.

From October to December the Child and Youth Service re-opened offering family pods. In these pods, the mother could attend for half an hour and the rest of the session (1.5 hours in total) was for children only.

## **DOMESTIC ABUSE TRAINING:**

2020 started off busy for our Training and Development Department. We had secured a year long contract to provide training on domestic abuse to the Probationary Gardai in Templemore and our training calendar for the year had been planned and workshops were in good demand. However, when the pandemic hit the training in Templemore and all other training was cancelled.

When restrictions lifted during the Summer, training was provided for the National Training Unit of the Courts Services. Towards the end of 2020, we developed 2 online training modules on domestic abuse and the impact of trauma.

## **TRAUMA-INFORMED CARE:**

In January 2020, we finalised training with Safe Ireland for all staff/Board members on trauma-informed care. Based on this training we then developed our own in-house training that will be delivered to new staff and used also as a refresher training for existing staff.

Working within a trauma-informed framework is ongoing within the organisation and something that we wish to expand in 2021.

24 HOUR CONFIDENTIAL HELPLINE:

1,422 helplines in 2020



REFUGE SERVICE:

191 adult admissions and 345 child admissions.

OUTREACH SERVICE:

211 women supported through outreach service throughout Limerick City and County.



While some of our services were suspended due to COVID, the essential services such as refuge provision, outreach and court support continued. Helpline figures show an increase on last year's figure of 13.5% and refuge admissions show an increase of 5.5%, this was despite difficulties women experienced in finding a safe place to contact services and a safe time to leave.

COURT SUPPORT

366 individual women were supported to access information and support on legal protection, including court accompaniment.

During 2020 ADAPT supported **901** women and **288** children through our various services.

## Support groups:

2 support groups—*Let's Talk* and *Road to Recovery* ran in the first quarter in 2020 with 23 participants.

From mid-March onwards support groups were suspended. Telephone support was offered and provided to support group participants.

## AWARENESS TRAINING ON DOMESTIC ABUSE

6 training sessions were provided to 119 probationary Gardai in Templemore at the start of 2020.

4 people from the Court Services Learning and Development National Unit availed of a one day training in August, 2020.

Towards the end of 2020 two online modules on 'Domestic Abuse Awareness' and 'Trauma and Domestic Abuse' were developed and these were mainly delivered to members of an Garda Síochána.



## AWARENESS RAISING TALKS

During 2020 the majority of public awareness talks were delivered remotely via Zoom. These comprised talks to an Garda Síochána, IACP, multi-disciplinary group with Limerick Social Services, secondary schools, a lone mothers group and various pharmacies involved in the Safe Ireland Project offering a safe space for women to contact domestic abuse support services.



## 2020 — THE YEAR IN REVIEW

### ADAPT's Child and Youth Service aims to:

- Promote the right of children and young people to have their voices heard and their needs met.
- Provide children and young people with the safety and freedom they need to be themselves and have confidence in their ability to make positive life choices.
- Work creatively and safely with children and young people and their mothers in relation to their experiences of domestic abuse.

The Child and Youth Service is based in a large, bright and airy facility. The service has a team of professional, highly qualified, and experienced staff who are trained to support children who are affected by domestic abuse. The service caters for children from birth to eighteen years of age and has the flexibility to accommodate differing numbers of children of different ages.



### RESPONSE TO COVID-19

From March 2020 our Child and Youth Service had to close in line with Public Health Guidelines. However, we were very mindful that we had families resident in the refuge who under the first lockdown were unable to leave the building except for essential purposes.

As a response to this, we offered each family in the refuge one hour per day facilitated play time. Mums and children could meet with 2 Child and Youth workers who will ensure that all health and safety protocols were being followed while facilitating play sessions for them.

When government guidelines changed in the Autumn 2020 we developed family pods where children from individual families could spend time in the Child and Youth Service.



### Total Children Supported:

A total of 288 individual children were supported by ADAPT during 2020.

## PUBLIC AWARENESS

Most of our public awareness raising work in 2020 was carried out via social media. One of the key messages we wanted to get out in the public domain was that although there were public health restrictions in place due to COVID-19, our services remained open and available to women and children who needed support. We participated in the Department of Justice's #StillHere campaign and released a video on social media to promote this.

Our Training and Development team worked very hard on increasing our social media presence. There were 2 main online campaigns. The first was an online video entitled 'Remove the Mask'. The second was a series of animations developed in collaboration with a marketing company called the Pudding Brand entitled "If Home is where Hurt Is". The focus is to highlight some of the challenges that women face when they experience domestic abuse but also the services that are available.



# DOMESTIC ABUSE – EVERYONE CAN BE A PART OF THE SOLUTION

## OPERATION FAOISEAMH AND OPERATION SABHAILTE

Due to the high levels of domestic abuse that the Gardai were responding to from the start of pandemic they launched Operation Faoiseamh. ADAPT linked in with local Garda stations and provided information to them on the supports that we provide.

In November, 2020 ADAPT began a pilot project with the Gardai in Henry St. called Operation Sabhailte. The aim of this pilot was that the Gardai would offer additional supports to any woman they deemed to be high risk and work with ADAPT in supporting women that needed legal protection. Two dedicated Gardai were appointed for two days per month to work on this pilot and ADAPT provided training to these Gardai.

From the out-set Operation Sabhailte proved to be very positive and women reported that the support they received from the Gardai involved was excellent.

## OTHER INTERAGENCY WORK

During 2020 ADAPT worked in partnership with the following agencies in order to optimise better outcomes for women and children experiencing domestic abuse:

An Garda Síochána	Túsla
Barnardos	Court Services
Dept. of Social Protection	Doras Luimní
Focus Ireland	Limerick Homeless Action Team
Limerick City and County Council	NOVAS
Suimhneas	Thomond House
Saoirse	Safe Ireland

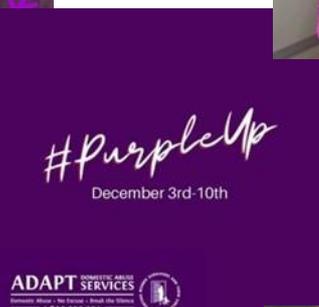
ADAPT also participated in the following fora:

- Limerick Homelessness Alliance
- Connecting for Life Strategic Implementation Group
- ABC Start Right Routine Enquiry Working Group
- Oversight group for Healthy Relationships Programme for Children in Care
- Parenting Limerick
- LAN
- PPN
- Joint Policing Committee
- Limerick Community Education Network
- Kilmallock Family Support Network
- Hospital Family Support Network
- West Limerick Primary Health Care Project for Travellers Steering Group
- Groups convened by Limerick Childcare Committee (e.g. Managers Forum)
- Women in Recovery Group

# 16 DAYS OF ACTION 2020

As part of the 16 days we launched a Purple Up Campaign with the Gardai in Henry Street Station and staff from the maternity hospital and UHL all participating in 'purpling up' their workplaces.

Another initiative that was launched during the 16 Days of Action was the *'If Home is Where the Hurt is'* animation. This animation aimed to promote the service but also to show what happens when a family comes into refuge, told through the voice of a child.



## Extra Garda resources to deal with domestic violence



Thank you ADAPT Domestic Abuse Services. You really do save lives.... So thank you

## INCOME GENERATION & FUNDRAISING

We received €1,867,663 in state funding in 2020. We used this funding to deliver a range of services for women and children.

However, we need to supplement this funding in order to sustain services at their current level. Each year we have to raise over €200,000.00. We depend on the generosity of the public to raise this money and to continue to provide our services 24 hours a day 365 days a year.

In 2020 our income generation and fundraising activities raised a total of €269,877. We could not have done this without our many volunteers and our corporate partners. This is an amazing amount to raise in such difficult circumstances.

 **The Community Foundation for Ireland** In 2020 the Community Foundation for Ireland awarded us a grant of €3,350.00 towards raising awareness of the continuation of our services throughout the various lockdowns. The grant was utilised to fund staffing costs to create a greater social media presence, offer Zoom awareness talks to community groups and to distribute leaflets and materials on the service.



### RTE COMIC RELIEF

In 2021 we applied for two projects under the RTE Comic Relief Grant Scheme. We were delighted when it was confirmed that both projects were successful.

€9,350 was approved for our 'ADAPT and Respond' project which set out to carry out research into women's experience of domestic abuse during the pandemic. Based on that research a piece of bespoke training will be developed and delivered to staff on how to support women who have experienced the trauma of domestic abuse and the added trauma of being in lock-down with their abuser.

€10,000 was approved for our 'Demand for Digital' project which sought to install WiFi throughout the refuge and main building and put in a new telephone system.

Both projects are due to commence in 2021.

## Corporate Fundraising

When COVID-19 struck in March 2020 a number of corporates devised ways of fundraising and providing us with donations that we were able to pass onto the women and children who were in the refuge and confined to their apartments. We are extremely grateful for those individuals within companies who organised fundraising for ADAPT. This year more than any other year this proved essential in order for us to continue to provide the support that was needed.

## CHARITY SHOP

Due to COVID-19 our charity shop closed for the majority of 2020. This had an impact on our fundraising for the year.

Towards the end of 2020 we began selling clothes online through Thriftify.



Thanks to all our volunteers and supporters. We are indebted to our socially conscious supporters and corporate partners, and to our dedicated volunteers who have helped us over the years. Unfortunately, due to COVID-19 we had to reduce workforce presence on-site. That, coupled with the charity shop having to close, meant that we were unable to avail of the support our on-site volunteers provide. Many of our fundraising events were also cancelled. However, the general public continued to support us through on-line fundraising events. We are truly appreciative of all the support we received over a particularly difficult and challenging year.

## Accountability for Funds Received

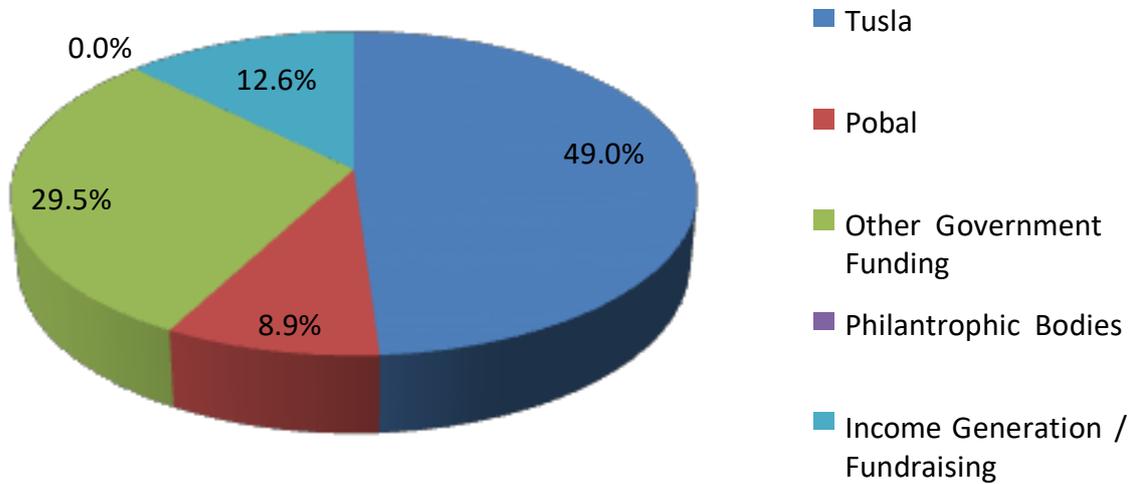
The public have the right to expect us and all charities to operate to the highest standards. We can assure our generous supporters that we do, and always have operated to the highest standards of transparency and accountability.

\*In signing up to the Statement of Guiding Principles for Fundraising ADAPT commits to:

- Promoting high levels of accountability and transparency;
- Providing clarity and assurances to donors and prospective donors.
- Ensuring that information on our fundraising activities is available to the public.
- Welcoming feedback on any aspect of our performance and has established procedures to facilitate it.

# INCOME AND EXPENDITURE

## 2020 Income Sources



Our total expenditure for the year was **€1,967,423**. The breakdown of expenditure is detailed in the chart below. Of this 81% was spent on service provision including prevention and public awareness.

## 2020 Expenditure %

