



Annual Report 2023

Chairperson's Foreword

Welcome to our 2023 Annual Report, an important part of our public accountability as a charity.

In reviewing 2023, it is hard not to start anywhere else other than the truly shocking increase in demand for our homelessness services. The number of families in emergency homeless accommodation in Ireland in December 2023, was 1,916, an increase of nearly 80% from two years earlier. There were 3,962 children in these homeless families and that is before we reckon the number of children and families in domestic violence accommodation, in direct provision centres, or other specialist types of emergency accommodation. Since that time these numbers have continued to escalate.

As a society, are we sufficiently concerned about the traumatic impact on the people involved, particularly the children? It appears to me that, to a large extent, as a society we are not. We certainly aren't doing enough.

As always, I want to acknowledge and appreciate the very many women and children whose paths we cross on a daily basis. Their courage and determination to overcome barriers to make a better life for themselves and their families is a constant inspiration to us. But as a society, unfortunately, we are not matching their determination and courage.

Our Strategic Plan, 'Building Hope' includes a number of initiatives that we hope will reshape the organisation and do what we can to address some of these challenges. In this report we provide an update on our progress. In particular, we continue to deepen our relationship with Cuanlee CLG who provide the local domestic violence refuge facilities. Together we are progressing exciting plans for a new and modern way to provide this service in Cork. In December 2023, GSC received Department of Housing approval for €11.3m for a new Domestic Violence refuge for Cork which is an important step forward.

I want to publicly thank Allison and the whole team for their ongoing commitment. Myself and the other trustees are in awe of the Good Shepherd Cork team who every day, in so many ways, provide vital assistance to the people that they serve. While we have made some progress on paying our people properly, it has not been as much as we would like, or perhaps need to, pay. We are struggling to recruit enough qualified people to do our work. And there is so much more important trauma-informed work to do so that we can break a number of damaging cycles or stop them developing.

As we look to the future, we have ambitious plans that will continue to expand the scale and the scope of our work to bring about more positive change for the 'at risk' women, children and families in Cork. We have strong and productive relationships with our funders and for that we are thankful. But collectively, and as a society, we absolutely must do more.



Brendan Lenihan
Chair, Board of Trustees

Good Shepherd Cork - Mission, Vision, Values

Good Shepherd Cork is an independent, registered charity established in 1981. We work with women, children and families who are homeless, or at risk of homelessness. We welcome people of all backgrounds, ages and stages of life. Our work is grounded in our belief in social justice and equality. We address the root causes of homelessness and social exclusion and aim to break the cycle of homelessness through generations.



Mission

Through trusting relationships we support women, children and families who are vulnerable to homelessness to live more empowered, fulfilled and self-sufficient lives.



Vision

Our vision is a society where every woman, child and family enjoys a secure, safe and dignified home in a supportive environment, respectful of their rights.

Values

Welcome

We welcome women, children and families of all backgrounds, ages and stages in life in a non-judgmental way.

Respect & Dignity

We acknowledge and respect the intrinsic dignity and value of each individual person, and promise trust, confidentiality and integrity in our conduct.

Ambition

We are ambitious for the women, children and families we serve: we aim for lasting, positive change.

Social Justice

We believe in social justice and equality: we look to address the reasons for homelessness.

Leadership

We look to lead and to give example in shaping a better future.

Collaboration & Partnership

We are open and responsive to those we serve and to working with other agencies and organisations.

Accountability

We work to clear standards; we are transparent and answerable to our stakeholders; we are outcomes-focused and learn from each experience to improve our service.

Our Services

Edel House

Emergency shelter for women and children

Redclyffe

Family Hub

Riverview

Residential Centre for Teenage Girls

Baile an Aoire

Long-term supported housing

Bruac

Education and development service

Support & Advocacy

Outreach Service

B&B Outreach

Outreach Service

Scope of our Services

In 2023, we supported over 850 women, children and fathers who were homeless or vulnerable to homelessness.

During the year we accommodated 139 women and children in Edel House, our emergency shelter for women and children, (179 in total in 2022). In Redclyffe Family Hub, we accommodated 106 parents and children (130 in total in 2022). The decrease in numbers accommodated highlights the fact that women and families are staying for longer periods in our services due to the extreme shortage of affordable accommodation in Cork city and county. Our B&B outreach service worked with 250 people over 2023, up slightly from 242 in 2022.

We have continued to deliver a range of educational, therapeutic and emotional supports to those staying in homeless accommodation, to help them manage through, and exit successfully, from homelessness.

42 women stayed in our long-term supported housing service, Baile an Aoire, and 13 girls and young women stayed in Riverview, our residential centre for teenage girls who are out of home.

Our Support & Advocacy service continued to provide service users with a range of practical and emotional supports. The service supported over 300 adults and children during 2023.

Over 70 women and girls engaged with formal, and informal, educational supports in our education and training centre, Bruac.

Number of service users, by service 2023

Name (Organisation/Household)	Gender	
GSC B&B Outreach Service	Female	115
	Male	32
GSC Baile an Aoire	Female	42
GSC Bruac	Female	57
GSC DSGBV Support	Female	16
	Male	17
GSC Edel House	Female	87
	Male	1
GSC Redclyffe	Female	33
	Male	12
GSC Riverview	Female	2
GSC Riverview Aftercare	Female	10
GSC School Connect	Female	32
	Male	24
GSC Support & Advocacy	Female	125
	Male	31

Adult Service User
 U18/Child Service User

Note: Some service users will engage with more than one service.

Internal and external context in 2023

The numbers of people entering homeless services during 2023 continued to increase dramatically. The total number of families in emergency homeless accommodation in Ireland in December 2023, was 1,916 – an increase of nearly 80% on the 1,077 families in homeless accommodation two years earlier. The number of children in these families rose by over 60%, from 2,451 in December 2021 to 3,962 by the end of December 2023. (These figures do not include children and families in domestic violence accommodation, in direct provision centres, or other specialist types of emergency accommodation).

Whilst more people are entering our services, the acute lack of supply of social and affordable housing in Ireland means that the options for moving on from homeless accommodation are severely limited, causing residents to remain in our services for unreasonably long periods. For example, we have several families who have been staying in our services for over two years. A further consequence of this is that emergency accommodation is becoming a long-term placement option for the thousands of children who are homeless in Ireland.

Recruitment of social care professionals continued to be a significant challenge throughout 2023, against the backdrop of recruitment and retention challenges across many sectors in Ireland, and internationally. This is particularly difficult for our emergency residential services which require staff on a 24/7 basis. We have attempted to address this, amongst other measures, with improvements in terms and conditions for our staff and, in this regard, we appreciated the decision by the State, through the Workplace Relations Commission, to increase funding for agencies funded by HSE, Tusla and local authorities to provide for salary increases for staff.

The increases in the cost of living during 2023 and, in particular, the very high price of electricity and gas, have been a financial challenge during the year for our many service users struggling to maintain tenancies in the community, and for Good Shepherd Cork in delivering residential services.



Progress Towards Our Strategic Plan

By the end of 2023, we were two years into our 2022 – 2025 Strategic Plan. The plan, titled 'Building Hope,' as we strive to offer women, children and families who are vulnerable to homelessness the chance of a brighter future, sets out our ambitions through to the end of 2025. By the end of the plan period, we want to be delivering the following positive outcomes for the people who avail of our services:

- Women, children and families in Cork who are homeless, or out of home, have access to a safe place to stay with access to quality, trauma informed supports and are assisted to move on to suitable long-term accommodation.
- Children in our services build resilience and are better equipped to deal with the trauma of homelessness and the trauma that may have brought them into homeless services. Our hope is that this will reduce the likelihood of a return to homelessness.
- Women, children and families staying in B&Bs, and other private emergency accommodation, have access to basic necessities and realistic supports to deal with the many challenges of this type of accommodation. This will enable them to move on to more suitable accommodation.
- Women, children and families supported by GSC in the community have an enhanced quality of life and avoid a return to homelessness.
- Service users who are non-nationals, or from minority groups in Ireland, are assisted, including through language and literacy supports, to better access relevant internal and external services and supports and, as appropriate, improve their integration into Irish society.

As an organisation, we understand that we can only deliver positive change for our services users through the committed efforts of our excellent staff. Therefore, a priority over the plan period is to invest sufficiently in all staff and ensure that staff feel appropriately valued and rewarded, whilst strengthening our structure and systems to better support staff.

Over the plan period, GSC is committed to being responsive to the evolving needs of service users and to providing top quality, trauma-informed care across all services, in line with best practice.

A review carried out in early 2024 identified encouraging progress against our strategic objectives, as outlined below.



1

Provide short and long-term accommodation options with adequate supports for women, children and families who are homeless or out of home.

The re-development of Edel House, with funding of over €7.5m provided by the Department of Housing, Local Government & Heritage, through Cork City Council, was completed in 2022. During 2023, the new Edel House provided residents with a much more dignified environment, with en-suite single rooms and one and two-bedroom family units, indoor and outdoor play areas and space to avail of therapeutic, educational, and other supports. However, this impressive new facility is already stretched and plans were developed during 2023 to convert communal and office spaces to provide three more apartments in Edel House. Planning permission for this was granted in 2024.

During the period January to end December 2023, 87 women and 52 children were accommodated in Edel House, whilst 61 children, 33 women and 12 men were accommodated in our family hub service, Redclyffe.

Key developments in Redclyffe during the year included the expansion of our staff to include a part-time School Connect worker. This role supports families by ensuring that children can attend school while they are homeless. We also had a sensory room installed in the Redclyffe garden for children in the service, particularly those who have sensory challenges. This has been fitted out and completed in 2024.

A number of small modifications to premises and processes were identified and implemented during the year to support the Redclyffe team in the delivery of trauma informed care. This included work on the garden, with the assistance of volunteers from local companies.

Our Riverview service, for teenage girls and young women who are out of home, was at full capacity for most of the year. Follow on placement for young people is now very difficult to source, given the wider homelessness crisis. This leads to leading young people remaining in Riverview for much longer periods than the service was established to provide. We are also seeing young people coming into the service with increasingly complex behaviours and support needs. We have, therefore, been pleased to have the support of a HSE Social Inclusion psychologist to work with our staff.



1

Provide short and long-term accommodation options with adequate supports for women, children and families who are homeless or out of home.

Our Making Change informal education project for women experiencing homelessness, has continued to provide a range of educational and social activities. This included a very positive collaboration with the Glucksman Gallery running very popular, and creative, arts classes throughout the year. Other activities during 2023 included a series of theatre-making workshops with a drama facilitator, in collaboration with the Everyman Theatre. The project team also arranged yoga and movement classes with a dancer and choreographer, offering relaxation, yoga moves and interpretive dance. All of these activities can be greatly beneficial for people dealing with trauma. Several therapeutic 'soundbaths' were also arranged in Edel House during 2023. This has been a new experience for residents and the feedback has been very positive.

During 2023, we made considerable progress with plans for the development of a new domestic violence refuge, in collaboration with Cuanlee DV refuge, and a social housing scheme in Cork City. In December 2023, we were delighted to receive initial Department of Housing approval for funding of €11.3 m to develop the refuge.

During 2023, we submitted a successful tender to Cork County Council for the operation of a new family hub service in Clonakilty, West Cork. This is scheduled to open in late 2024.

We are very appreciative for the support received from HSE Social inclusion throughout 2023. This has allowed us to have a full-time mental health nurse in Edel House, a part-time clinical psychologist attached to our services, and a psychiatrist conducting weekly clinics in Edel House. We have also continued to provide counselling for women in our services, with funding provided by Tusla.



2

Improve outcomes for children in our services, particularly those affected by adverse childhood experiences, and ultimately reduce the likelihood of children returning to our services as adults.

Our Child and Youth/Family Support workers (CY/FS) are supporting more children than ever, as the crisis of family homelessness in Ireland causes more families to lose their homes. In 2023, a total of 113 children stayed in Edel House and Redclyffe and we supported many more in B&Bs and other private emergency accommodation. We accommodated 13 teenage girls in Riverview during 2023.

We are committed to becoming a trauma informed service provider and all staff are trained in the core principles of trauma informed care. The work of our CY/FS workers is informed by key concepts of trauma informed practice: fostering a sense of safety for children; building trusting relationships; offering choices; encouraging collaboration and peer support between children, and parents, participating in activities; encouraging children to find their voice, respecting cultures and challenging stereotypes.

The publishing of Young Ireland, the National Policy Framework for Children and Young People 2023 – 2028 identified five national outcomes for children and young people. Our work at GSC is centred around facilitating children experiencing homelessness to make progress towards these outcomes. Our work with children and young people is particularly focussed on the outcome areas of 'active and healthy,' 'achieving in learning and development' and 'safe and protected from harm'.

During 2023, our CY/FS Workers, often in collaboration with Tusla's Springboard Project, offered a wide variety of activities including a weekly youth club, a parent and toddler group, homework clubs and a teenagers' fitness and gym group, as well as one-to-one support for individuals. Summer camps and daytrips were arranged including outings to Fota, Ballyhass Lakes and Rumleys Farm and, at Christmas, a trip to the pantomime and a visit to Santa. These activities are well attended, with children having input into the types of activities selected and the format of activities.



2

Improve outcomes for children in our services, particularly those affected by adverse childhood experiences, and ultimately reduce the likelihood of children returning to our services as adults.

Our School Connect Project is working at a national level to raise the systemic issues that compound the disadvantages faced by children who are homeless. Through active participation in the Children's Rights Alliance, Good Shepherd Cork was able to raise issues such as school transport, access to disability supports and general health needs with key decision makers. We also worked with other members of the Children's Rights Alliance during the year to translate challenges and disadvantage experienced by children in our service into specific key asks for Budget 2024. The project secured funding in 2023 for Leap Cards for families in homeless services in Cork to facilitate school transport. Free Leap Cards are provided to families in homeless services in Dublin and, for a number of years, we have been advocating for a similar arrangement in Cork. Our School Connect workers also worked with individual families supporting access and attendance at school.

Our staff and parents have clearly identify positive changes in children engaging with our workers; changes observed include:

- Growing in confidence to openly talk with our staff about their situation and their feelings
- Making healthy social connections with other children
- Feeling empowered to express opinions and preferences
- Developing valuable interests and life skills, including healthy living, sporting interests and participating well in clubs and activities.

In 2023, Good Shepherd Cork commissioned a Clinical Psychologist to undertake a review of our work with children to help us adopt a more systematic approach to the assessment and measurement of outcomes.



3

Provide women, children and families in B&Bs and other private emergency accommodation with additional supports to deal with the considerable challenges of staying in this type of accommodation, and to move on to more suitable accommodation.

The increase in the number of women, children and families who are homeless and forced to stay in B&Bs and other private emergency accommodation is increasing daily and has reached crisis level. At any one time, our B&B outreach team are typically supporting more than 50 women and families.

The families living in B&Bs often show great resilience in surviving the very difficult circumstances they have to endure, without access to basic rights such as education, warmth and good nutrition. Many are living without cooking or laundry facilities in cramped rooms without any space for children to play. There is very little privacy, or security, with whole families often living and sleeping in a single room. There is rarely any provision for children with additional needs.

We are planning to establish a drop-in centre for families living in B&B's, to provide a welcoming environment for social interaction and a safe place for children, as well as basic cooking and laundry facilities. We were not able to progress this in 2023, but it is a priority for 2024.

Whilst we cannot provide housing solutions for these families, we are advocating for better provision, through our work with the City and County Council, and inputs we provide to the Children's Rights Alliance and the Children and Young People's Services Committee in Cork.

During the year, we secured funding for a Child and Youth worker and a Family Support Worker to work in the B&B team, alongside the three outreach workers. Expanding the team has allowed us to provide more individualised support, more effective crisis intervention and increased advocacy for families. The team themselves have benefitted from training in trauma informed care and professional clinical supervision.

The team have also been able to access mental health support from specialist staff working within Good Shepherd Cork (including a counsellor, psychologist, mental health nurse and family sexual violence support worker), on behalf of the families they support. Our School Connect worker has helped to ensure families have access to education and childcare services.



4

Ensure women and families moving on from emergency accommodation receive adequate supports to settle in well and remain in long-term accommodation in the community.

Our Support and Advocacy team works with families and single people, as they transition from a stay in emergency accommodation to independent living. Many of our service users in the community struggle with social isolation when they make this transition. Therefore, the group activities and outings organised by the Support & Advocacy team are very important in helping service users build connections and promote wellbeing.

Over 2023, the team were able to expand the number and frequency of groups offered, including weekly DVD evenings and bingo afternoons and arrange cinema trips. This enabled us to offer these popular group supports to a greater number of service users.

Through the generosity of funders, we were able to assist families with vouchers for the purchase of groceries. We were also able to provide passes for families to swim at Leisureplex facilities and to pay for local summer scheme places for the children we are supporting throughout Cork City and County. This provides much needed respite and fun for families.

We were pleased to be able to increase the level of therapeutic supports to children, in particular providing play therapy sessions for children to help them transition successfully from the stresses of homelessness and the trauma that may have taken them into homeless services, and support them to settle into their new homes and schools in the community.

Our education and training centre, Bruac, has had another very positive year. We were able to offer students a variety of educational and developmental activities, alongside our work supporting teenage girls and young women who want a fresh start in education to achieve formal QQI certificates. Learners achieved five major QQI level 3 awards and 32 minor awards during the year, including the new Culinary Skills special purpose award. We have redesigned the garden and poly tunnel, giving students more space to grow vegetables, which are then used in cooking classes. This allows us to open up the garden to women and children in our other services. We are benefitting from the energy and enthusiasm of these volunteers, whilst they are enjoying the therapeutic benefits of gardening and growing produce.



4

Ensure women and families moving on from emergency accommodation receive adequate supports to settle in well and remain in long-term accommodation in the community.

We have had several important collaborations during the year, including with TVG (Traveller Visibility Group), Cork Traveller Women's Network and Cork City Partnership, allowing us to add evening classes in gardening, beauty, sewing, and cookery.

For most of 2023, our long-term supported housing service, Baile an Aoire, has been at full capacity. Many of the residents in the service have experienced homelessness on multiple occasions. During the year, we supported 30 single women to sustain a tenancy and live more empowered, fulfilled and self-sufficient lives, as per our mission statement.

Throughout 2023, we offered a range of activities to support residents to develop new skills and hobbies and especially to meet others in their community, in order to enrich their quality of life. For example, baking classes were a great success, encouraging residents to learn how to bake whilst offering a shared experience and a chance to build social connections. Cinema evenings, a summer BBQ, daytrips, picnics, gardening and vegetable growing and a Christmas party were all part of this programme. We are grateful to the corporate volunteers who supported us with some of these events, particularly for their practical and good-humoured involvement.

One particular highlight, for several residents of Baile an Aoire, was a visit to Lourdes with the dioceses of Cork and Ross. Seven residents of mixed ages and abilities were supported to enjoy a memorable trip. Each person's experience was different. For some it was a first visit to Lourdes, indeed a first aeroplane journey. For others, it was a healing experience and a renewal of their faith. For many, it was the shared experience of travelling together and the bonds created that will stay with them. Whilst a non-denominational organisation, we were pleased, through philanthropic support, to be able to offer this opportunity to those in our care.

During 2023, our wellness programme in Baile an Aoire offered a range of supports tailored to the need of each resident, including massage, reflexology, mindfulness, relaxation practices, breathing practices and aromatherapy. When we started this programme, some residents were reluctant to participate. However, during much of 2023 we had a waiting list, as residents embraced new experiences and came to value the holistic support offered.



Number of service users supported, by type of issue 2023

Distinct Count of Users: Accommodation	157	315
Distinct Count of Users: Addiction	17	76
Distinct Count of Users: Basic Living Skills	139	246
Distinct Count of Users: Child Wellbeing Concern	123	105
Distinct Count of Users: Disability	34	54
Distinct Count of Users: Domestic Violence	41	82
Distinct Count of Users: Education & Training	107	190
Distinct Count of Users: Employment	47	127
Distinct Count of Users: Family & Parenting	175	274
Distinct Count of Users: Legal	52	116
Distinct Count of Users: Mental Health	117	230
Distinct Count of Users: Other Violence	24	46
Distinct Count of Users: Physical Health	137	223
Distinct Count of Users: Sexual Health	18	22
Distinct Count of Users: Sexual Violence	15	29
Distinct Count of Users: Social Isolation	91	144
Distinct Count of Users: Transition Out of Service	38	127

Adult Service User
 U18/Child Service User

Note: Some service users will be supported with multiple issues



5

Improve outcomes, in our own services and in interactions with external agencies, for service users who are non-nationals or from minority groups - with a particular focus on English language and literacy skills.

Approximately 50% of our service users are from ethnic minority groups, many of whom are non-Irish nationals, or are from minority groups in Ireland, including the travelling community. We understand that people from minority groups often experience additional barriers in accessing housing and other services, and we are committed to ensuring that Good Shepherd Cork's services are fully accessible and relevant to the needs of all service users.

We continued to offer English language supports for service users, including English as a second language classes. Good Shepherd Cork also provided funding for the use of translators for service users who do not have English as their first language. This has been beneficial in helping service users navigate their exit out of homelessness. Translation supports have also been beneficial in supporting women who have experienced domestic violence to navigate court processes.

We have continued to build valuable collaborations with relevant local agencies, including NASC and TVG (Traveller Visibility Group).



6

Make sufficient investment in our staff, skills, structure and systems across Good Shepherd Cork to ensure professional and trauma informed development of our people, service and ethos, in line with best practice and relevant standards.

With the support of our statutory funders, we have been able to provide salary increases for staff across our services. This allowed us to address salary cuts imposed in response to cuts in state funding following Ireland's 2008 economic crash.

We have continued to invest in the development of our staff, with a particular emphasis on becoming a more trauma-informed service. This includes understanding how experiences of trauma impact the well-being and responses of service users, as a first step on our journey to becoming a fully trauma informed organisation. A trauma change group, made up of staff from across our services, has spearheaded the roll-out of training to all staff and a series of trauma-informed audits within our services.

As part of our on-going supports to staff, we have invested in additional individual and group clinical supervision with external professionals and delivered WRAP courses for staff.

We recruited a new senior position of Director of Service Development in September to lead on quality improvements and service enhancements across our services.

During 2023, we reviewed our GSConnect electronic database system to identify ways to improve our ability to collect, manage and analyse data about our services and embarked on a major revision and upgrade of the system. This has allowed us to prepare a much more detailed overview of activity across our services. Over time, we intend to use the system to assist us in monitoring and measuring the outcomes of our work.



Challenges in Delivering on our Objectives

The review of our Strategic Plan also identified a range of challenges:

- As highlighted above, the acute lack of supply of social and affordable housing in Ireland means that more people are coming into homeless services and are staying longer in services. Whilst we endeavour to provide the best possible service to those who stay with us, emergency accommodation is neither designed for, nor suitable for, long-term living. On a daily basis we see the negative impacts of this on the women, children and families in our services.
- As families stay with us for many months and sometimes years, we find that storage has become a major concern as families often come into emergency accommodation with all of their belongings and we simply don't have space to store them, which can be very distressing for residents.
- The housing crisis is not only affecting our service users negatively, but is having an adverse effect on staff recruitment. The drastic shortage of available and affordable housing options in Cork is making it increasingly difficult to recruit staff, exacerbating the very difficult recruitment environment more widely. As a result, staffing shortages were a significant challenge during the year across all of our services. As a consequence, we had to utilise agency staff and the use of recruitment agencies - at considerable cost – in order to maintain our services.
- The cost-of-living crisis continues to impact the women and families we support. The financial strain of trying to meet basic needs is contributing to anxiety and depression amongst our service users. We see this in the year on year increase in the numbers of service users availing of counselling support.
- The costs of operating our services, including energy costs, increased significantly during the past year which added to the considerable challenge of running our residential services.
- We are finding that women coming into our services often present with increasingly complex mental health issues, requiring a high level of support. This is particularly challenging for our staff who, in the main, have not been recruited to deal with such complex issues. Supporting women and families staying in B&Bs and other private emergency accommodation is an on-going challenge, particularly those struggling without basic facilities.
- Since the Covid pandemic, and its impact on in-person church attendance and the health of our team of longstanding volunteers, we have not been able to return to one of our traditional Christmas fundraising events, the annual Church Gate collection, which has added to financial and fundraising pressures on Good Shepherd Cork.

Governance Arrangements

Good Shepherd Cork is an independent Cork-based charity registered with the Charities Regulator, with a voluntary Board of Trustees.

We are committed to maintaining the highest standards of person-centred practice, good management and corporate governance. The Board of Trustees is made up of ten highly experienced non-executive and external members, recruited through trusted recommendations and/or BoardMatch for their knowledge and expertise, and are drawn from diverse backgrounds. The Board members serve for terms of four years and the Chair is selected by the Board. The Board meets at least eight times a year, with a minimum quorum of three, with subcommittees appointed as required. All Board members complete an induction programme and are made fully aware of the conflict-of-interest procedures. There are clear distinctions between the roles of the Board and the executive management team.

All our trustees are volunteers and do not receive any remuneration or expenses for their work with Good Shepherd Cork. The trustees who served on the Board during 2023 were:

Mr Brendan Lenihan (Chairperson), Ms Celine Fox, Ms Deirdre Carwood, Professor Deirdre Madden, Mr Jim Mulcahy, Sr Noreen O'Shea, Mr Paddy Caffrey, Ms Sinead Corcoran (Secretary to the Board), Ms Tina Quinn and Ms Brigitte Mintern.

The CEO is usually in attendance at Board meetings, but is not a member of the Board.

We are compliant with the Statement of Recommended Practice (SORP) and the Guidelines for Charitable Organisations Fundraising from the Public and the Charities Governance Code.

Our annual accounts are audited by Moore and are published on our website. We work to best practice service-level agreements with our major statutory funders.

Good Shepherd Cork Company Details

Registered Office: Bruac, The Priory, Redemption Road, Cork T23 C579

Good Shepherd Cork Ltd, Company Limited by Guarantee, Registered in Ireland. Company number: 82114.

Charity Number: CHY 13399.

Registered with the Charities Regulator: CRA Number 20041618.

Tel: 021 439 1188 Email: info@goodshepherdcork.ie

Web: www.goodshepherdcork.ie

Income and Expenditure

Overall income in 2023 was €5.04m (against €4.50m in 2022) with expenditure of €5.40m (€4.72m in 2022). The deficit, of €365,414, was largely driven by a depreciation charge of €476,000 mostly due to the Edel House re-development. In cash terms, we made a modest surplus of €110,000, driven by our fundraising efforts with corporates and other philanthropic donors.

Income rose by almost 11% compared with 2022, whilst expenditure, excluding the impact of depreciation, increased by 15% in 2023 compared with 2022. Costs were impacted by the cost-of-living increases in the wider economy, particularly fuel costs, which more than doubled for our services over the year, and by salary increases indicated above.

Fundraising income in 2023 was €200,191, a fall of 8% over 2022. Given the cost-of-living crisis during 2023, this again reflected the considerable generosity of the people and businesses of Cork towards the women, children and families supported by our services and is greatly appreciated by the Board.

Grant income, from philanthropic donors, was €296,146, a decrease of 4% on the previous year.

Our services remain heavily reliant on core funding from TUSLA, HSE, Cork City Council and CETB. We remain extremely grateful to these agencies for their on-going funding and support during 2023. However, we continue to be challenged by managing the costs of increased service delivery and the impact of cost inflation, without a corresponding increase in our core budgets.

Income	Grants and contracts	Fundraising	Rent and other	Total 2023	Total 2022	Total 2021
Tusla	1,851,015			1,851,015	1,713,323	1,571,768
HSE	953,683			953,683	792,712	758,010
Cork City Council	1,055,321			1,055,321	939,944	843,886
CETB	163,732			163,732	145,748	140,211
YPSFS/UBU grant	53,786			53,786	51,717	50,211
Department of Justice	43,249			43,249	21,751	
Rent			220,719	220,719	211,790	185,415
Donations, gifts, other grants	296,146	200,191		496,337	526,525	580,613
Sundry income			199,493	199,493	146,528	191,823
Investments			413	413	50	73
Total	4,416,932	200,191	420,625	5,037,748	4,550,088	4,322,010

Expenditure	2023	2022	2021
Staff costs	3,886,549	3,460,409	3,265,618
Depreciation and impairment	476,430	435,235	313,635
Insurance	65,641	58,277	55,683
Light and heat	164,863	70,350	79,459
Repairs and maintenance	194,496	146,551	155,354
Office expenses		106	4,686
Sessionals	9,264		
Crafts and recreation	68,438	41,878	23,771
Printing, post, stationery	24,393	23,177	19,216
Telephone	27,422	28,392	29,781
Motor and travel	48,964	48,343	31,441
Client care	168,194	126,192	151,616
Household expenses	98,599	98,175	90,964
Sundry expenses	4,116	6,346	24,058
Security	13,668	31,980	62,633
Audit fees	9,363	8,806	8,610
Other support costs (incl. training, accountancy, and professional fees)	142,762	134,546	78,467
Total	5,403,162	4,718,763	4,394,992

All figures in €s

Our full audited accounts for 2023, and for previous years, are available on our website: www.goodshepherdscork.ie