

Annual Activity Report

Organisation Name: Crossmolina Community Council CLG

Title: Annual Activity Report

Reporting Period: January 2020 – December 2020

Contact Details:

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Reg. Charity No. 20048471

CRO: 215243

CRA: 14675

Our story

Summary of Crossmolina Community Council CLG's purpose and activities

To enhance the parish of Crossmolina as a great place to live.

The main object for which the Company is recognised is "To establish, promote and operate a community development programme for the people of Crossmolina Parish and its environs, in County Mayo, which will act as a focus and catalyst for community development and help to combat rural depopulation, emigration and economic deprivation". This will be achieved by providing and facilitating a wide range of initiatives and activities which enhance the social, cultural and economic life of the community and which are representative of a wide range of diverse perspectives and insights".

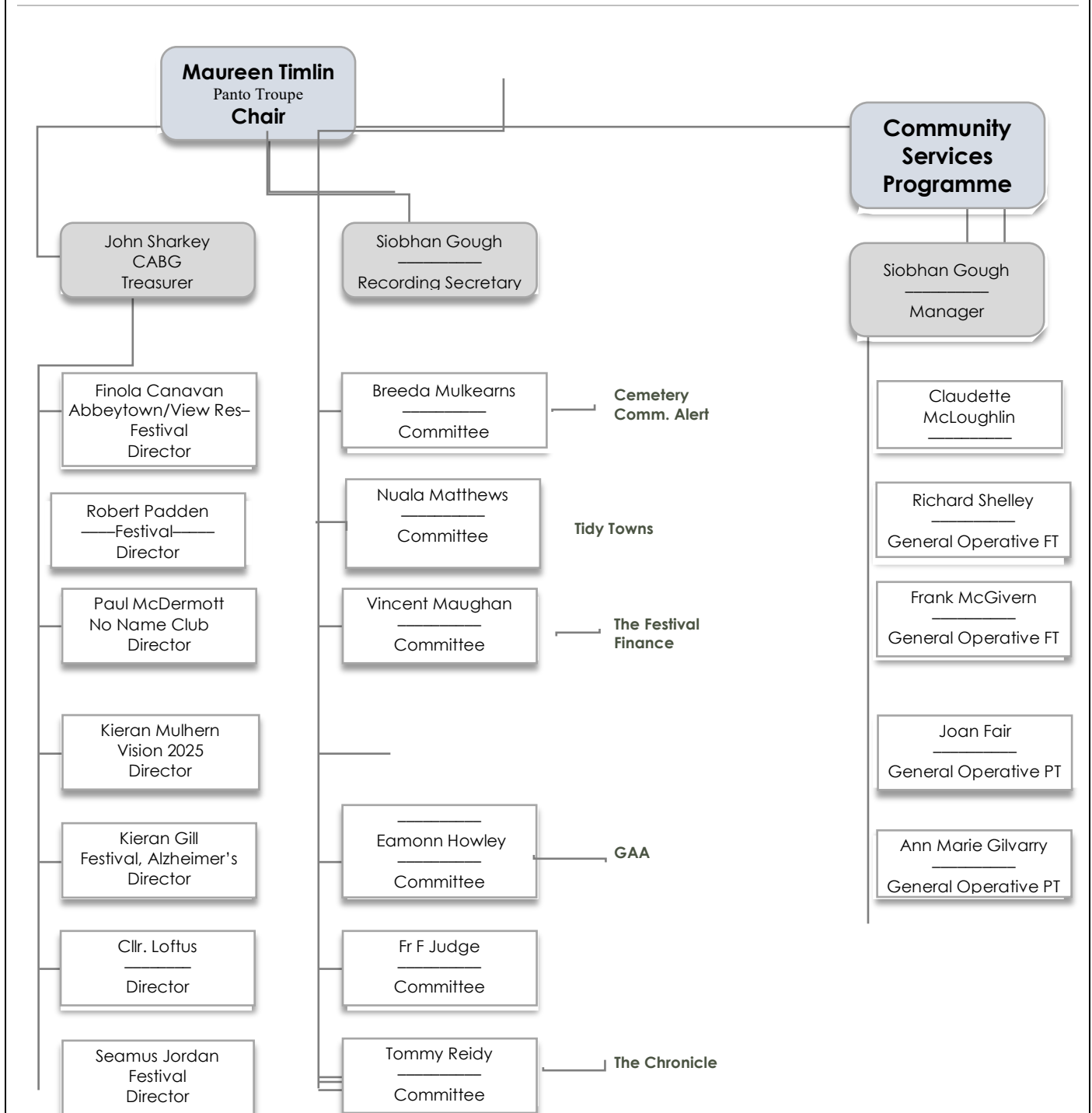
Chairperson's Statement

To follow in February

Treasurer's Statement

To follow in February

Structure, Governance and Management Crossmolina Community Council CLG



Directors: M. Timlin, J. Sharkey, R. Padden, K. Mulhern, F. Canavan, P. McDermott, K. Gill, Cllr. Loftus, S. Jordan

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Governance Standards

Progress continued throughout 2020 to achieve the Charities Regulator's Governance Standards. The organisation built on the existing policies and procedures and are compliant with the six principles as outlined in the Charities Regulator Governance Code. Support with difficult aspects of the code and essential training was provided by Mayo North East Development Company. Meetings were held and reassurances given that the work was almost complete just to get it filed appropriately. Explanations were given around topics such as filing accounts, health and safety and staffing policies. In-person and Zoom training and advice was provided by a professional consultant to work on constitutions and on Board roles and responsibilities.

Staffing.

The core Community Services Programme (CSP) staffing levels remain at 1 Manager and 3.5 FTE. The organisation gets support with administration and ancillary work from RSS and TÚS staff. Covid-19 interrupted work as it did for all during the initial lockdown and again in the Winter restriction period. There was flexibility amongst the staff and we were very pleased that essential services like Meals on Wheels continued uninterrupted despite childcare pressures on staff members. The CSP staff made befriending calls to Day Centre members who had to cocoon and again at Phase 5. All CSP staff returned to full working hours and adhering to government COVID19 guidelines. For Phase 5 a gift package was distributed to 55 Day Centre members, they are regular contributors to the Day Centre activities, and it was a rewarding gesture to return the compliment. The staff organised and distributed the gift bags safely, adhering to safe distancing guidelines. A competition of a crossword puzzle was part of the package. 14 phone calls of thanks were received in the office. The gesture was repeated for Christmas and the addition of two Christmas Hampers were much appreciated by the luck winners.



Above: Day Centre gifts ready for distribution, October 2020.

Below: Day Centre gifts ready for distribution, Christmas 2020.



Christmas Hampers ready for delivery to two of our lucky Day Centre members



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Section 4:

Objectives, Achievements and Performance

Commentary on the year

Crossmolina Community Council CLG, like all other community groups and businesses were continuing their good work until Covid-19 struck in March this year. Before the lockdown, we were well on the way to achieving an innovative and successful year. Because of Covid19 we had to change the way that we worked in some aspects of our organisation. Instead of meeting up with our Day Centre clients the staff reintroduced befriending phone calls. Weekly phone calls were made to people who had to cocoon, ensuring that communication was maintained and that any fears or worries could be talked through and reassurance given if possible. The staff in the Meals on Wheels ensured that their service continued seamlessly throughout the lockdown. The outdoor work got back on track as soon as lockdown was lifted and has continued since then. Rental income from the Industrial Units stopped by 75% but luckily the Stability Fund from the Dept of Rural and Community Development, administered by Pobal reassured us that the interruption from this income stream would not debilitate the company. Rental income for the offices continued uninterrupted.

Despite Covid-19, applications for grant funding continued and deadlines were met. Successful applications boost morale and allows the company to aim to achieve its main object. Unsuccessful applications unfortunately achieve the opposite effect. The company however continues to apply and are always aiming to improve the infrastructure, equipment, education and progression of its volunteers, staff, the building and its associations. Communication channels to community groups were maintained throughout the Summer and Autumn and all essential HSE correspondence was forwarded to our voluntary and community contacts list via email. Staff were supported back to work with recommended changes to the work environment in place. Volunteers were contacted and decisions to remain closed to the Day Centre was mutually agreed following guidance from government and other organisations like our own.

Some Board meetings took place in person but depending on advice, some were held via Zoom.

Extra cleaning for Covid-19 took place nightly.

Crossmolina Community Council CLG successfully facilitated Mayo Co Council and Westnet to get free WiFi for the centre of Crossmolina.

Our only public event that took place was 'In My Grandfather's Time' during the Summer. The wonderful exhibition was curated by Anthony Leonard, grandson of photographer Jack Leonard, who was born in Crossmolina in 1882. The event was feasible due to the layout of the Civic Centre. It was possible to create a well-spaced circuit of the room without hindering the opportunity to view the exhibition with

ease. We adhered to all the HSE and government recommended precautions, including contract tracing information. The exhibition ran for six weeks and was attended by almost 1,000 people.



Outdoor achievements include the maintenance of the Caravan Bay at Lough Conn and the installation of picnic tables and benches at the foreshore at Gortnor Abbey pier.

A grant from the Local Water Authority started the development of the Picnic Walk at Lough Conn pier, further development will take place in 2021



Part funding for the completion of Crossmolina Loop Walks was sourced through Oweninny Wind Farm Community Fund. Work will start on them in the Spring of 2021.

Objectives for 2021:

Complete the purchase of the property on the Ballina Road (field)
Support Vision 2025 in their efforts to establish a Strategy for the development of Crossmolina
Apply for grant to upgrade the backyard of the Enterprise Centre
Begin work on the replacement of windows, doors and repair the roof, through LEADER funding.
Complete Crossmolina Loop Walks and get them authorised by Trails Ireland
Restart the Day Centre when Covid restrictions allow
Increase CSP Care and Repair and Computer Courses Social Enterprise
Continue to liaise with Community and Voluntary Groups
Support Community Groups with advice, applications for funding and facilitation with public agencies

Key Achievements and Outputs for the Reporting Period

Kept staffing levels in Meals on Wheels during Covid19 lockdown
Kept the company functioning throughout the lockdown and successfully reopened when restrictions were lifted
Maintained all rented offices and Industrial Units.
Secured LEADER grant for replacement windows and doors and repair of roof on Enterprise Building
Secured funding from CEP for upgrading the Enterprise Building i.e., computer equipment.
Facilitated the installation of Free WiFi in the centre of Crossmolina
Hosted a very successful Photography Exhibition- 'In my Grandfather's Time'
Befriending phone calls to the Elderly during lockdown
Successful grant application to Pobal Stability Fund
Successful grant application to the Water Authority and Oweninny Community Fund
Established links with local secondary school TY leaders and students to encourage participation in the local environment issues.
Ensured that Community Groups were kept informed of relevant information throughout the COVID19 pandemic
Day Centre gift bags sent to 55 members at Halloween and at Christmas

Beneficiaries

Staff
Volunteers
Community Groups
Photography Exhibition
Mayo Co Council
Mayo PPN, Mayo LCDC
Pobal, MSLETB
Crossmolina Social Services
Local Schools

Challenges

Covid-19

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Rental income
Unsuccessful grant applications
Lesser amount grant applications
Charities Regulator Governance Code

We endeavour to keep our community informed of all new developments and progress associated with Crossmolina Community Council CLG. If you have any queries, please do not hesitate to contact us. If you have a comment or complaint, please follow our 'Feedback and Complaints' procedure, outlined below.



Feedback and Complaints

Crossmolina Community Council CLG will put in place procedures to enable interested parties to notify us of their wishes, comments and complaints. These procedures will include systems to ensure that all feedback (especially any complaints) is responded to and addressed within a specified timeframe. Public or donor queries or complaints should, in the first instance, be addressed to The Manager, Crossmolina Community Council CLG.

Where the Manager's response (following consultation with the Chairperson) does not satisfy the complainant, s/he will have clear information about the next level of the complaint's procedure, which will be directed to The Board of Directors of Crossmolina Community Council CLG. All matters of suspected illegality should be addressed immediately to An Garda Síochána, and/or the Charities Regulator.

Handling Feedback and Complaints

Crossmolina Community Council CLG is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

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Crossmolina Community Council CLG welcomes both positive and negative feedback.

We aim to ensure that:

- It is as easy as possible to make a complaint.
- We treat as a complaint any clear expression of dissatisfaction with our operations which call for a response.
- We treat it seriously whether it is made by telephone, letter, email or in person.
- We deal with it quickly and politely.
- We respond accordingly - for example, with an explanation, or an apology where we have got things wrong and information on any action taken etc.
- We learn from complaints, use them to improve, and monitor them at our Board.

What to do if you have feedback or a complaint - Step 1

If you do have a complaint about any aspect of our work, you can contact The Manager, Crossmolina Community Council CLG in writing or by telephone.

In the first instance, your complaint will be dealt with by our Manager. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

The Manager
Crossmolina Community Council CLG
The Enterprise Building
Mullenmore Street
Crossmolina
Co. Mayo
F26 A0C7

Email: info@crossmolina.ie

We are open Monday-Thursday from 9.00am to 5.30pm and Friday from 9.00am to 4.30pm.

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What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Crossmolina Community Council CLG's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

If you have feedback or a complaint – Step Two

Charities Regulator

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint to the Charities Regulator who oversees charities compliance. If you wish to contact them regarding a concern, you may apply through www.charitiesregulator.ie