



**ISPCCC Annual Report**  
**Financial Year 1<sup>st</sup> October 2019 – 30<sup>th</sup> September 2020**

**Directors and Other Information**

**BOARD OF DIRECTORS**

Declan Hughes (Chairperson)  
JP Donnelly  
Mary Forde  
Grace Kelly  
Donal Quinn

Turlough Galvin (Retired 1<sup>st</sup> January 2020)  
Kevin McHugh (Appointed 4<sup>th</sup> April 2020)  
Patrick Barr  
Sally Goodwin  
Noel Kelly (Resigned 4<sup>th</sup> December 2019)

**PRESIDENT**

Caroline Downey

**CHIEF EXECUTIVE**

John Church

**SECRETARY AND REGISTERED OFFICE**

Mary Forde  
29 Lower Baggot Street  
Dublin 2

**CHARITY REGISTRATION NUMBER**

20007225

**CHY NUMBER**

CHY 5102

**COMPANY REGISTRATION NUMBER**

15958

**AUDITORS**

Mazars  
Chartered Accounts & Statutory Audit Firm  
Harcourt Centre  
Block 3  
Harcourt Road  
Dublin 2

**SOLICITORS**

Beauchamps  
Riverside Two  
Sir John Rogerson's Quay  
Grand Canal Dock  
Dublin 2

**BANKERS**

Bank of Ireland  
2 College Green  
Dublin 2

Allied Irish Bank  
62 St. Brigid's Road  
Artane  
Dublin 5

**Contents**

<b>Chairperson's Foreword</b>	2
<b>CEO's Foreword</b>	4
<b>Year at a Glance: Key Impacts</b>	6
<b>Who We Are – Purpose and Vision</b>	7
<b>Trustees' Report</b>	10
<b>Objectives, Activities and Future Plans</b>	10
<b>Achievements and Performance</b>	12
- Services and Outcomes	13
- Fundraising	34
- People and Transformation	40
- Influencing Change	43
<b>Structure, Management and Governance</b>	46
<b>Trustees' Responsibilities Statement</b>	56
<b>Independent Auditor's Report</b>	57
<b>Statement of Financial Activities</b>	61
<b>Statement of Financial Position</b>	62
<b>Statement of Cash Flows</b>	63
<b>Notes to the Financial Statements</b>	64

## **Chairperson's Foreword**

I am pleased to present the Annual Report and Financial Statements of the ISPCC for the period of October 2019 – September 2020.

This is my first Annual Report as Chairperson of the ISPCC and as such I would like to take the opportunity to extend my thanks and that of the organisation to my predecessor, Turlough Galvin, for his service and his commitment to ensuring good governance within the charity.

In preparing the Annual Report and Financial Statements, the board seeks to demonstrate clearly the activities of the organisation, its impacts and benefits and how it organises and funds its operations in line with principles of good corporate governance and transparency.

This report pertains to an unprecedented period of great upheaval in Ireland and across the world, brought about by the occurrence of the Covid-19 pandemic and associated restrictions imposed to protect public health.

The closure of schools in March heralded a time in which children's and young people's lives were acutely impacted. It is testament to the commitment of our Childline volunteers and employees that Childline remained open 24 hours a day, every day, to every child and young person in Ireland who sought support throughout this period. In addition, 151 Childline volunteers were recruited, engaged and trained virtually.

ISPCC employees across the organisation demonstrated great resilience in quickly adapting to a remote working environment and ensuring the continued provision of vital services. Significant virtual and online fundraising endeavours and comprehensive marketing and advocacy activities, meanwhile, were also successfully executed throughout this time.

This year also saw the presentation of the ISPCC's new Strategic Plan to employees and volunteers. We are grateful to the organisation's Chief Executive John Church for his leadership in guiding the ISPCC through this period of change, as the organisation continued to maintain its services and be there 24/7 during this time of upheaval for children and young people.

The ISPCC is a well-known organisation with a strong reputation for excellent services and high standards. This reputation, while deserved, is a valuable asset to the organisation and enables it to be effective in advocating for change to impact positively on the lives of children in Ireland.

This was evidenced throughout Government negotiation talks which took place in this period and culminated in the formation of a new Government and newly-appointed Minister for Children, Equality, Disability, Integration and Youth. The ISPCC worked to highlight the vital importance of children and young people having a voice at cabinet level in advance of this appointment and wishes the Minister the best in his new role, with its extended brief.

The board is conscious of the trust placed by children, their families and members of the public and other stakeholders in the ISPCC and seeks to ensure that all appropriate standards are met by the organisation.

The organisation is committed to standards of best practice in good governance, as well as adherence to the Charities Governance Code. board sub-committees including the Audit Committee, Remuneration Committee and Nominations and Corporate Governance Committee take responsibility for oversight of essential elements of how the organisation is structured and how it operates.

A proactive and bottom-up approach is taken to risk management, with the leadership team using a risk register to identify, control and monitor risks to our organisation. In this period, the board considered the impact on the ISPCC of the risks and uncertainties associated with the Covid-19 pandemic and reviewed the organisation's financial positioning on a monthly basis.

The majority of the organisation's funding is derived from donations. Firstly, from members of the public who provide enormous financial support to the organisation through participating in a range of fundraising events and initiatives and secondly, from the generosity of corporate organisations who choose the ISPCC as their charity partner. The organisation depends on this support and values greatly each donation it receives.

We are also grateful to have the support of the Department of Children and Youth Affairs / Department of Children, Equality, Disability, Integration and Youth and Tusla in this period, as well as that of Youth Work Ireland, the National Office for Suicide Prevention, the National Drugs Taskforce, Daffodil Care Services and a range of other statutory bodies which partnered with us in this period.

Thank you to all of the volunteers and employees of the ISPCC, who every day demonstrate their great commitment to working to enhance the lives and futures of children and young people in Ireland. In a time of great change, you have ensured children's voices are heard and their coping capacity is strengthened to help them face any challenges that come their way.

I am grateful too to all of my colleagues of the board of the ISPCC who created time and space to assist each other, particularly in this challenging period, as well as to the President of the ISPCC, Caroline Downey, for her outstanding generosity to the work of the organisation.

To all our partners and supporters, for your enduring commitment to the work of the ISPCC, thank you.

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**Declan Hughes**

**Chairman**

## **CEO's Foreword**

This year has seen the lives of children and young people in Ireland significantly changed as a result of the Covid-19 pandemic, with demand for Childline's services increasing as schools closed and tight restrictions were introduced across the country.

This year was one of significant change for the ISPCC and one in which we conducted a strategic review of our services. This purpose-driven review was essential to maintaining our relevance amongst children and young people now and into the future. I am happy to report that we now have a comprehensive strategy, which has been developed with our board, employees, volunteers and children and which will help us maintain relevance with today's children. Strategically, we have begun to shift away from an organisation which is focused primarily on supporting children in crisis, to evolve as an organisation which is there for every child and which is committed to strengthening their resilience and coping capacity.

With thanks to the outstanding dedication of our volunteers and employees, the work of the ISPCC has continued to have a very positive impact on the lives of children and young people throughout this challenging time. We are hugely grateful to all of the individuals and corporate partners who have helped to make this possible through their kind donations.

The Childline Listening Service is always there for children. The service listens to children and young people, believes, supports and empowers them and works to strengthen their resilience, to help them cope with any challenge that comes their way. Over the course of its 32-year existence to date, the service has answered over 7.5 million calls from children and young people.

Demand for Childline's online-based supports continued to grow in this period. We are hugely grateful for the funding and continued support we have received from Vodafone over the past five years, which has helped to ensure we are there for every child and young person online, as well as by phone, through the development of our digital platform.

A societal shift this year towards interacting online, rather than in person, also presented a great opportunity for the organisation to 'road-test' the delivery of therapeutic support services online – a key component of the ISPCC's digital transformation.

In this period, Childline answered over 241,000 contacts, including over 206,000 phone calls and over 34,000 online conversations (texts and online chats). Childline's Therapeutic Support Services, meanwhile, benefited 458 children and young people. In this, its first full financial year of existence, our new Childline.ie website saw almost 68,000 users availing of a variety of resources and supports.

When Covid-19 arrived and associated restrictions were first introduced in March, however, two things quickly became clear. The first of these was that the challenges faced by children and young people do not disappear in a pandemic – in many cases they are experienced all the more acutely. Secondly, it became apparent that the traditional fundraising activities on which our services depend each year would not be possible for some time.

The high esteem in which the ISPCC and its services are held was reflected in the much-needed generosity which was quickly extended to us by corporate partners, creatives, media outlets, communities and individuals across Ireland who found innovative ways to come together, while staying apart, to help raise significant funds to ensure Childline could remain there for every child and young person throughout this exceptional time and beyond. For this, we remain extremely grateful.

The ISPCC is *for* children. It advocates on their behalf, to help make Ireland a better place in which to grow up. Online safety continued to be a primary area of focus for the ISPCC in this period. As a member of the National Advisory Council for Online Safety, I enjoyed working with other stakeholders to advise government on policy to help keep children safe online. In October, the organisation welcomed the opportunity to present to the Oireachtas Committee on Justice and Equality on this important matter. Additionally, we presented to the Oireachtas Committee on Children and Youth Affairs on the issue of children and young people's mental health.

The events of the past year, since the arrival of the Covid-19 pandemic in Ireland, have challenged us all. The resilience of ISPCC Childline volunteers and employees, coupled with the organisation's passion for and dedication to supporting children and young people to live their best possible lives, have meant that our high levels of performance have continued to be upheld throughout. I am proud of all of our employees and volunteers and very grateful to the board of the ISPCC for their commitment and dedication to the organisation in this period.

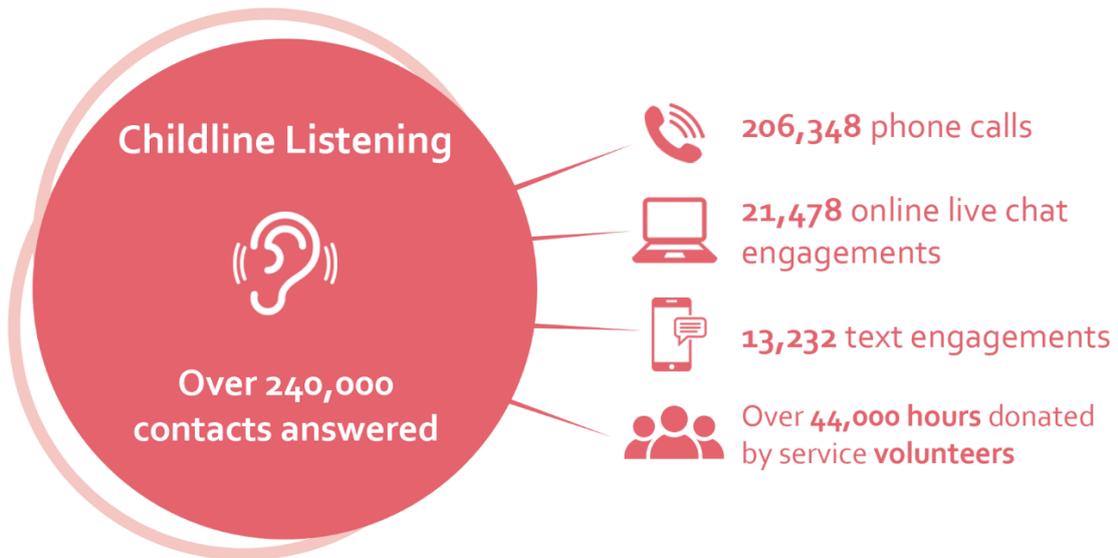
I would like to thank everyone who lent their support to the work of the ISPCC in any way this year to ensuring we remained here for every child and young person who needed us.

A sincere thanks to all.

DocuSigned by:  
  
**John Church**  
F240F31465F7476

**Chief Executive Officer**

## Key Impacts



## **Our Strategy Implementation at a Glance**

Since the launch of Childline over 32 years ago, the ways in which children and young people interact and communicate with each other and their environment have changed significantly. Now, more than ever, they need supports to strengthen their resilience and support their mental health and well-being. In order to maintain relevance now and into the future, we reviewed our purpose and service offerings to ensure that we too were changing with children and could continue to be there for them in ways that they feel comfortable communicating. We set ourselves the ambitious goal of reaching more children and young people so as to afford every child and young person the opportunity to build their resilience and help them live their best possible life.

During this period we consulted with children and young people, reviewed the gaps in mental health supports available to them and chose to broaden our range of services. This now sees us on an exciting journey of developing supports which will be delivered digitally into the future. Our new strategy will ensure we retain relevance through the delivery of high-quality services to children, young people and families, which are grounded in building resilience and delivered through digital channels they are comfortable with. In this way, Childline is positioning itself as their ally.

## **Who We Are (Our Purpose, Our Vision, Our Goal)**

The ISPCC is for children. The organisation provides a range of services to children, young people and families across Ireland and advocates for change on their behalf. Key services include the Childline Listening Service, Childline Therapeutic Support Services and Childline Community Engagement services.

### **Our Purpose**

ISPCC is for children and young people. Our purpose is to listen, to empower them, strengthen their resilience and enable them to live their best possible lives.

### **Our Vision**

Our vision is that every child and young person in Ireland has access to the relevant supports to afford them the opportunity to build their resilience.

### **Our Goal for Next Five Years**

That every child and young person who needs to connect with the ISPCC can do so when and where they need us.

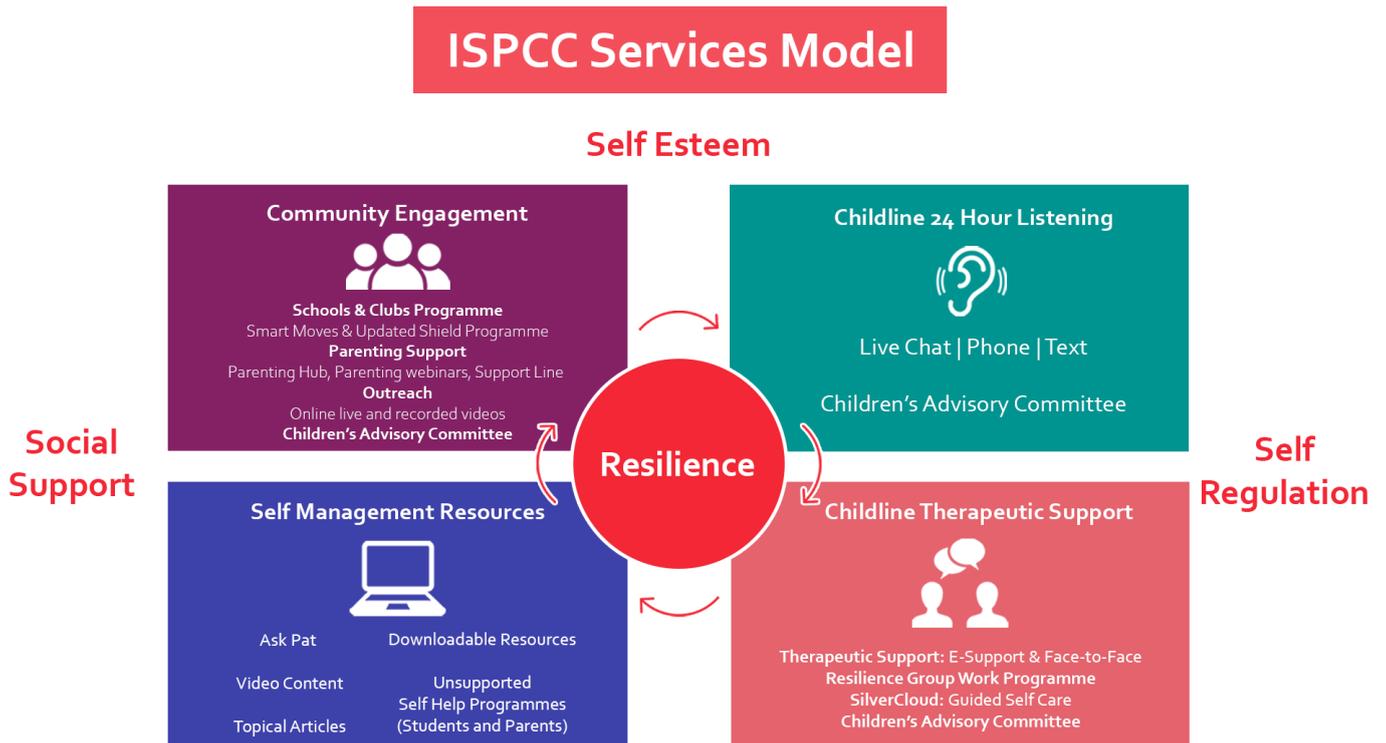
## **Our Six Key Strategic Pillars 2020 – 2023**

1. Broaden our reach by enhancing and expanding our range of services
2. Create a strong clear brand positioning and communication programme
3. Develop a fundraising strategy to ensure our sustainability and support our future growth
4. Develop a responsive organisation that is optimally resourced to deliver our strategy and employees and volunteers feel valued and supported
5. ISPPC is an evidence-based leader in influencing policy and advocating for an Ireland which is the best country to grow up in
6. Ensure we are governed and managed in line with best practice



Central to the ISPCC’s new strategy is the creation and delivery of new services through digital channels. This brings the organisation on a digital journey that will ensure more children and young people have access to resilience-based tools that will support their overall health and well-being. In order to achieve our goal to reach more children and young people and transition our service from crisis intervention to being there for all children every day, the most efficient and relevant means of delivering these services is through digital channels.

All frontline services will be branded under the Childline name and presented to the audience through a Childline Digital Hub. Work has begun in earnest to define the services and create new access points and we are confident that this approach will ensure we evolve as children and young people evolve over time.



## **Trustees' Report**

The Directors of a charitable company are its Trustees for the purposes of charity law and the terms Trustee and Director are used interchangeably throughout the report. The Trustees present their Annual Report and Audited Financial Statements for the period of 1<sup>st</sup> October 2019 to 30<sup>th</sup> September 2020. The ISPCC is constituted as a company limited by guarantee. The company is a registered charity under the Charities Act 2009 (Registered Charity Number 20007225) and holds Revenue Commissioner Charitable Status (CHY 5102).

This report incorporates statutory requirements as outlined in the Companies Act 2014. The Charities SORP (FRS 102) is not yet mandatory in the Republic of Ireland and the Irish Charities Regulatory Authority (CRA) has not yet prescribed accounting regulations for Irish charities. In the absence of such prescriptive guidance, the Trustees have been early in adopting the Charities SORP (FRS 102) – which is considered best practice.

The governing document of the ISPCC is its Constitution, which is available on its website at [ISPCC.ie](http://ISPCC.ie).

### **1. Objectives, Activities and Future Plans**

#### Objectives

The ISPCC is *for* children and young people. The organisation provides a range of services to children, young people and families across Ireland, including the Childline Listening Service, Childline Therapeutic Support Services and Childline Community Engagement Services.

#### Activities

The Childline Listening Service is available to every child and young person in Ireland, 24 hours a day, through live online chat, by phone and by text.

The ISPCC promotes children's rights and seeks to effect policy and legislative change to enhance the safety, security and lives of children in Ireland.

In order to support this range of activities, the organisation generates income through a range of sources – by fundraising in communities, online, through individual supporters, corporate partners and partnerships with statutory agencies.

#### Our Future Plans

In accordance with our new strategic approach as outlined above, fast-tracked by the impacts of the COVID19 pandemic, the ISPCC has begun the planning in earnest of a blended work environment for its employees and teams around the country. This will ensure that we continue to be as agile an organisation as possible, capable of delivering our evolved service offering in a digital environment. Essential to this process was the consultation with our people nationwide who have helped us with the design of a highly engaged workplace.

As outlined earlier, our new strategy is an essential action taken to ensure we remain relevant to our audience and future-proof the organisation. Key to our future planning is the development and roll-out of new services to be delivered digitally thus appealing to the current generation of children and young people. These services have been created and developed in consultation with children and young people with plans to roll these out in 2021. The organisation is confident that the types of services identified will be relevant and offer a unique intervention to support children's and young people's mental health and well-being.

The strategy of delivering these services digitally will ensure that we begin to achieve our ambitious goal of reaching significantly more children and young people in a cost effective manner. In evolving the organisation from being one that is perceived as relevant only in a crisis intervention to one that is there for all children and young people no matter what their issue is, a complete strategic and brand review was conducted with the support of expert external agencies. This work is nearing completion and will be rolled out in 2021 as the key catalyst to our transformation programme.

## **Financial Review**

This year has been an exceptional year for the ISPCC. We launched an emergency appeal at the onset of the COVID-19 crisis on the Late Late Show and we received significant support from our stakeholders, the public and the media. As a result of the emergency appeal €1.64m was raised on our behalf. Our reserves, which were built up over time, increased following this generous response. As a result, the ISPCC holds a sufficient level of reserves to operate and thrive during the Covid-19 crisis and to carry us through the pandemic.

In common with many not for profit organisations, the organisation must maintain and develop its income sources to ensure the continuation of its role in Ireland. In order to mitigate this risk, the Directors review the sources of income on an on-going basis. In addition, reserve levels are monitored to ensure that they are maintained at a reasonable level in the context of planned expenditure and future commitments. The Directors are at all times conscious that maintaining the reputation of the organisation is critical.

## **Achievements and Performance**

### **1.1 The ISPCC's Services and Outcomes**

#### **The ISPCC's Services**

The ISPCC works to realise its vision by providing a range of independent and unique services to children and families that are both preventative and empowering in nature. The core aim of all of the ISPCC's services is to build resilience among young people and to increase the capacity of families to meet the needs of their children. All targeted work with families is preventative in nature, with the intention of building upon individual strengths and securing positive outcomes for children and families.

In the past year the ISPCC delivered three distinct service models to children, families and communities in Ireland.

- A) Childline Listening Service
- B) Childline Therapeutic Support Services
- C) Childline Community Engagement Services

The objectives of the ISPCC's services apply across all of its service models:

- To increase the coping capacity and overall resilience of children and parents / carers
- To increase the quality and level of social support
- To increase positive social connections
- To improve self-regulation and problem-solving skills as a means of overcoming challenges and increasing resilience
- To improve parents' and carers' ability and capacity to raise resilient children, through effectively managing and responding to children's emotional and behavioural issues

#### **(A) Childline Listening Service**

The Childline Listening Service is an active listening service for all children and young people up to and including those aged 18 years of age. The service is available 24 hours a day, 365 days a year. Unlike any other children's service, it is unique in its availability, accessibility and affordability to children. The service can be accessed for free from anywhere in Ireland and is private and confidential.

Children and young people can contact the Childline Listening Service by phone, live online chat and text. When children contact the service, they are seeking someone to listen – often as they feel they have nowhere else to turn.

Prior to April 2020, Childline's live online chat and text contact options were available only within the hours of 10am – 4am daily. In recognition of the need to ensure children could reach the service by whatever means they felt most comfortable at any time – and on receipt of additional funding – Childline's live online chat and text options were made available to all on a 24-hour basis from May 2020. Childline is always there to listen to any child or young person, in the way that works best for them.

This year again saw an increase in the number of children and young people engaging with Childline online. A bank of information and resources is available for children and young people to access online at Childline.ie – a platform at the centre of the ISPCC's digital transformation.

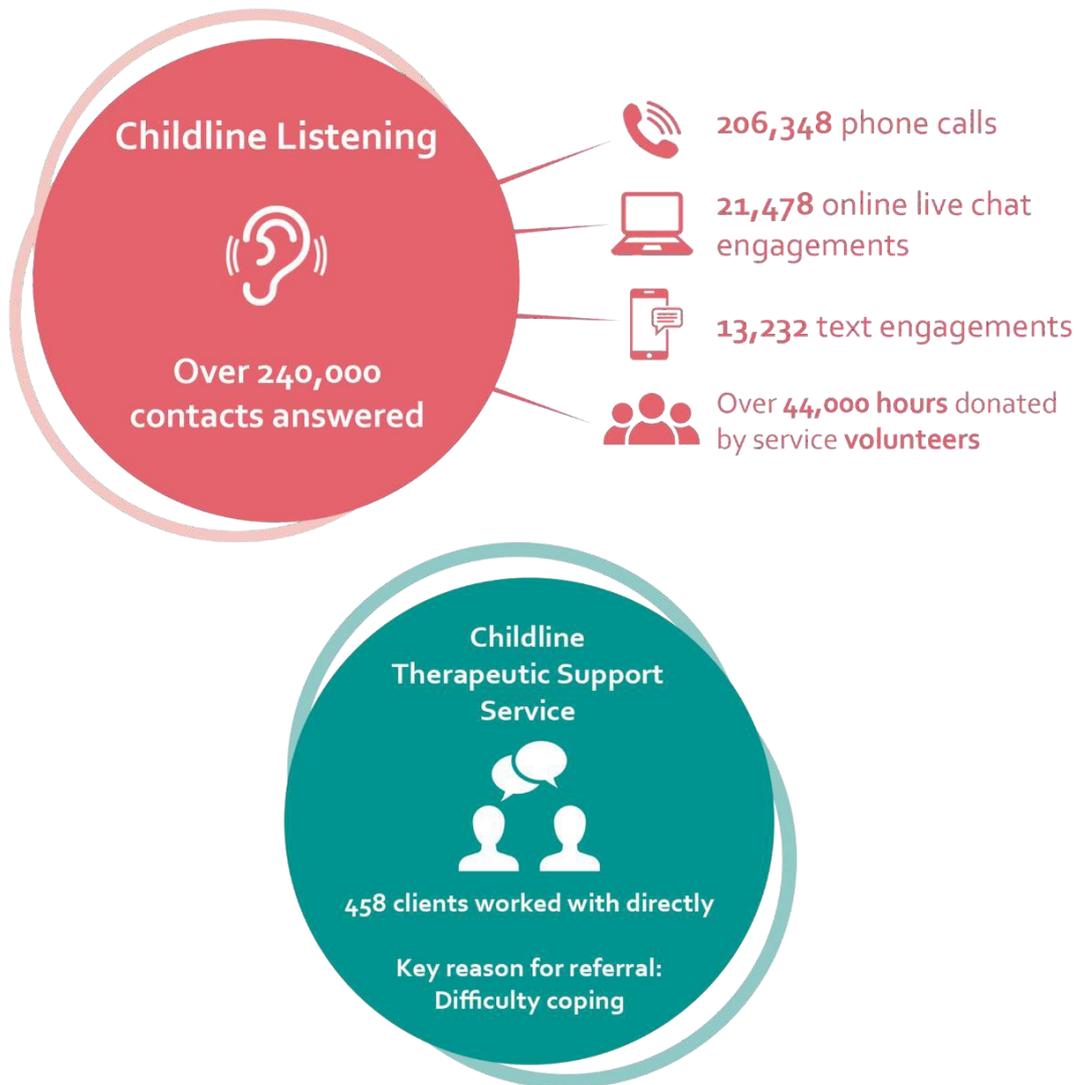
The ISPCC also operates Ireland's National Missing Children Hotline, the European Helpline number and Teenline.

## Outcomes

Contacts Received and Answered: In the period of October 2019 to September 2020, the Childline Listening Service received a total of 265,952 phone calls and answered 206,348 of these – representing a 77.5 per cent call answering rate for this 12-month period.

The Childline Listening Service responded to 21,478 online live chat engagements and 13,232 text engagements respectively, representing an overall increase of nine per cent on the previous year.

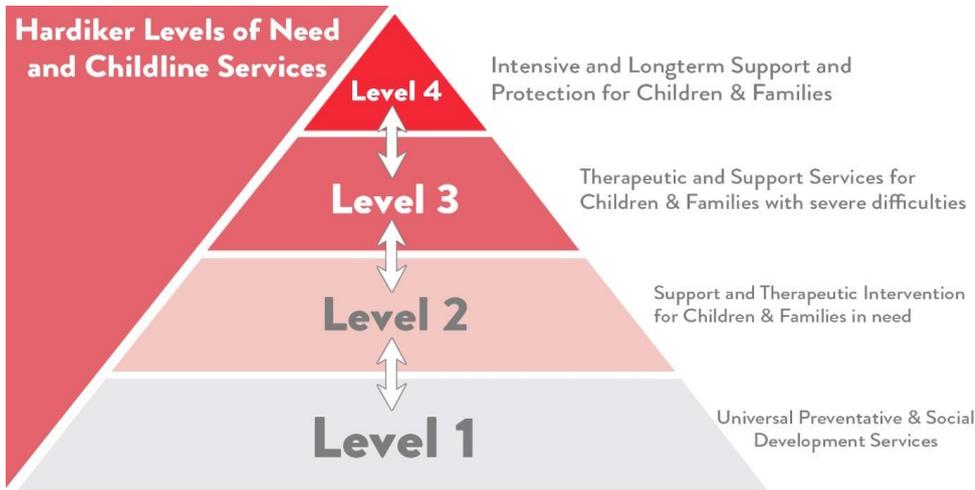
There were almost 68,000 users of Childline.ie during this period.



### Level of Need

The Hardiker scale (as illustrated below) is used to identify the level of need of children contacting the Childline Listening Service.

The level of need of the children contacting the Childline Listening Service varies in accordance with the means children and young people use to contact the service, but the vast majority of engagements are categorised on the Hardiker scale at the lower end of need – reflecting the fact that the listening service is universal in nature and non-problem focused.



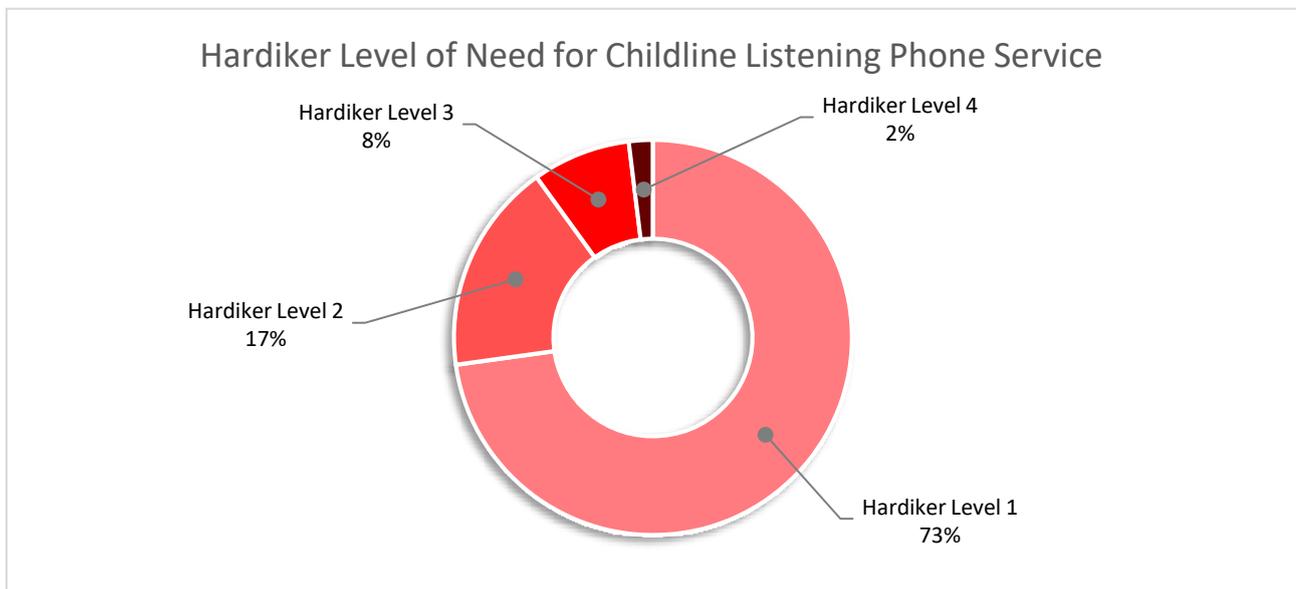
### Phone Contacts

As expected, phone call contacts to the service continued to decline in this period – while live online chat contacts increased.

The majority of phone call contacts were identified as universal in nature, with no risk or additional needs involved.

The following level of need was identified in the **Phone Calls** that the service answered:

- **Level One:** 72.78 per cent
- **Level Two:** 17.28 per cent
- **Levels Three and Four (Children at risk):** 9.94 per cent

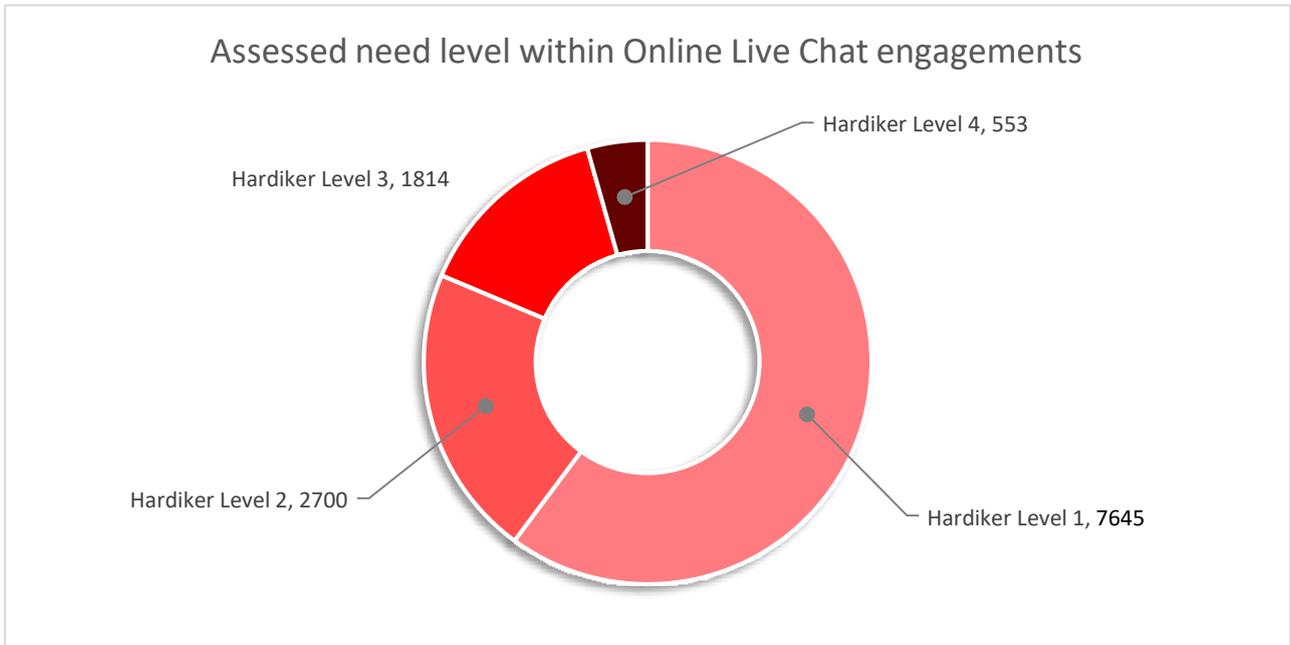


### Live Online Chat and Text Contacts

A higher level of need was experienced with live online chat and text engagements.

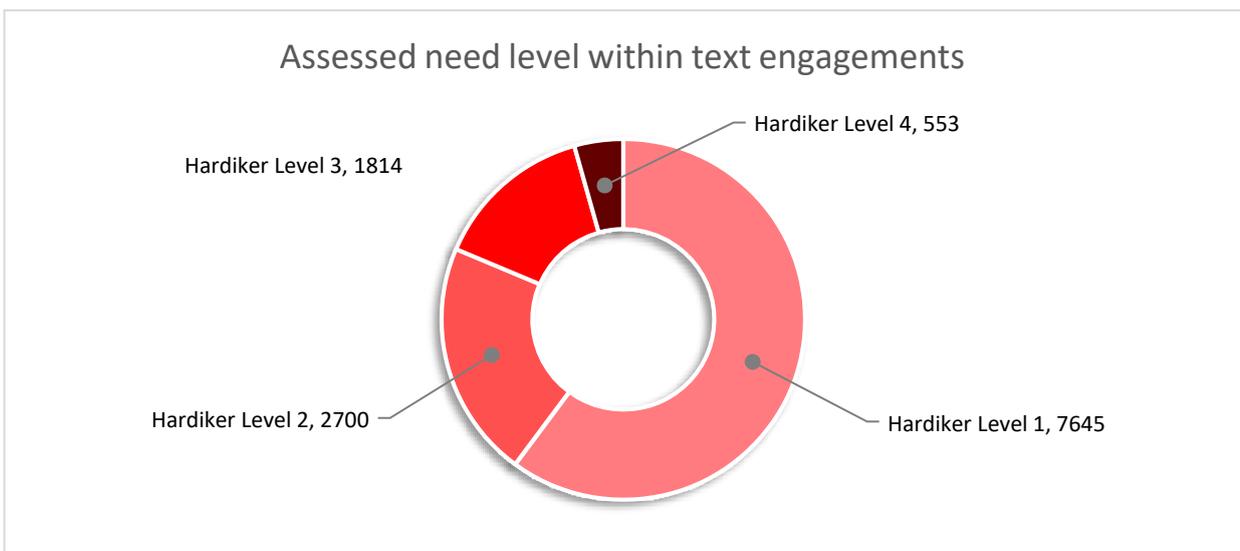
The following level of need was identified in the **Live Online Chat** engagements:

- **Level One:** 54.46 per cent
- **Level Two:** 24.12 per cent
- **Levels Three and Four (Children at risk):** 21.42 per cent



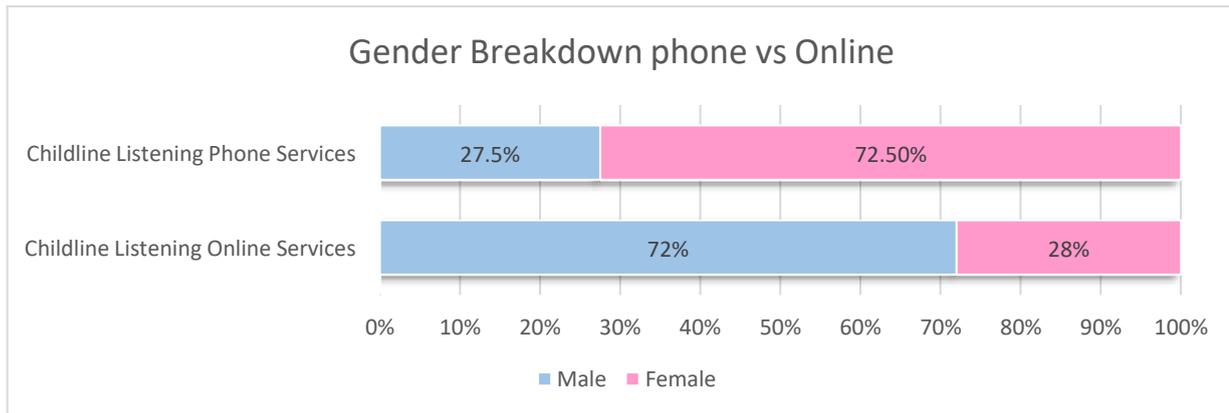
The following level of need was identified in **Text** engagements:

- **Level One:** 60.14 per cent
- **Level Two:** 21.24 per cent
- **Levels Three and Four (Children at risk):** 18.62 per cent



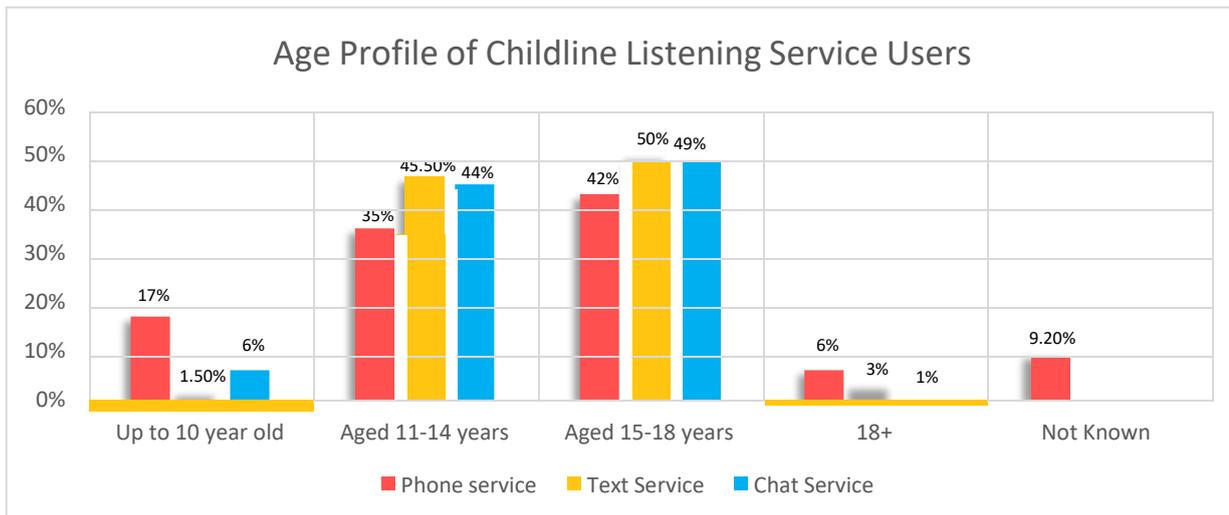
**Demographics**

**Gender Breakdown**



**Age**

Of those who provided their age when contacting the service, the following age profiles were recorded.



**What Children Spoke About with Childline – Top Profiles\***

Profile	Sub-Profiles	Overall Contacts
<b>Everyday Life and Hobbies &amp; Interests</b>	Current Events, Hobbies & Interests	22,677
<b>Information Requested</b>	About Childline / ISPCC, Other Information Requested, About Children’s Issues / Rights	11,978
<b>Mental / Emotional Health + Psycho-Social Mental Health</b>	Anxiety / Stress, Bereavement, Depression / Sadness, Suicide, Self-Harm	10,868
<b>Family Relationships</b>	Arguments / Family Conflict, Parent / Child Relationship, Young Parents	6,338
<b>Abuse &amp; Violence</b>	Physical Abuse, Sexual Abuse, Bullying	3,666

\*Profile categories were changed in 2019

## ISPCC Crisis Line

As part of work with the National Office for Suicide Prevention (NOSP), the ISPCC makes a crisis line available to all children and young people within a local community if / when a tragedy or crisis occurs. This service was offered to Tusla as a support line during the COVID-19 pandemic.

When operational, this line can be reached by all children and young people up to the age of 18. The service is an active listening line, which is non-directive in nature. It is available on a 24-hour basis for an agreed time period.

The purpose of the line is to offer support to the school community within the directly-affected area and to give children and young people the opportunity to talk about their feelings, worries or concerns following a tragedy.

In this period, this line responded to 38 calls.

## Childline Listening Service Volunteers

Service volunteers donated over 44,000 hours to the ISPCC to enable us to run our services. This represents an increase of 17.5 per cent (6,562 hours) on the previous year – an increase achieved in spite of a pandemic. Without these incredible people offering this time voluntarily, the ISPCC could not maintain the level of services provided.

The ISPCC's volunteer training programme is a tailor-made course specific to the area of activity, e.g. Childline Listening. The volunteer training course is specifically designed to give volunteers who are interested in listening to and supporting children the necessary skills, knowledge and ability to do so effectively.

Volunteers attend 15 three-hour sessions of training over an eight-week period, as well as completing another 12 hours of 'shadowing' and 12 hours of 'supervised' calls before taking calls by themselves for the first time.

Each volunteer is trained in active listening skills and child-centred practice. They also receive training on children's rights, understanding children's needs and child protection. The course is continually updated and evaluated to ensure ongoing relevance.

The onset of Covid-19 and related restrictions meant the traditional group face-to-face training model could no longer be utilised. The training programme needed to be re-designed to fit an online training model. This new training model was rolled out in 2020 through the use of 'GoTo' training software.

*The Childline Listening Service, Missing Children's Hotline and European Helpline, were part-funded this year by the HSE (National Office for Suicide Prevention) and the Department of Children and Youth Affairs / Department of Children, Equality, Disability, Integration and Youth.*



An Roinn Leanaí, Comhionannais,  
Míchumais, Lánpháirtíochta agus Óige  
Department of Children, Equality,  
Disability, Integration and Youth

## Missing Children's Hotline

The ISPCC Missing Children's Hotline provides emotional support and advice to young people and adults alike in relation to missing children. The Missing Children's Hotline operated without any significant changes in 2019/20 and answered 63 calls.

The number is available to take calls 24 hours a day, every day of the year and is free to the caller. The service, established in December 2012, is funded in part by the Department of Children, Equality, Disability, Integration and Youth.

The Missing Children's Hotline number is 116 000 and is promoted on digital and social media platforms throughout the year

The hotline provides the following services:

- Available to take calls from:
  - The general public (including requests for information)
  - Family members of a missing child
  - Children who are missing
- Provides emotional support to children who are missing, their family and others responsible for a child who is missing
- Offers guidance and advice to callers regarding a missing child
- Reports risk cases (where identifying information has been received) to An Garda Síochána / authorities

*The service was part-funded this year by the Department of Children and Youth Affairs / Department of Children, Equality, Disability, Integration and Youth.*



An Roinn Leanaí, Comhionannais,  
Míchumais, Lánpháirtíochta agus Óige  
Department of Children, Equality,  
Disability, Integration and Youth

## **(B) Childline Therapeutic Support Services**

Childline's Therapeutic Support Services experienced high demand this year and worked directly with 458 clients.

The service provides a one-to-one child-centred service for children and young people in their own home or place of the child's choosing.

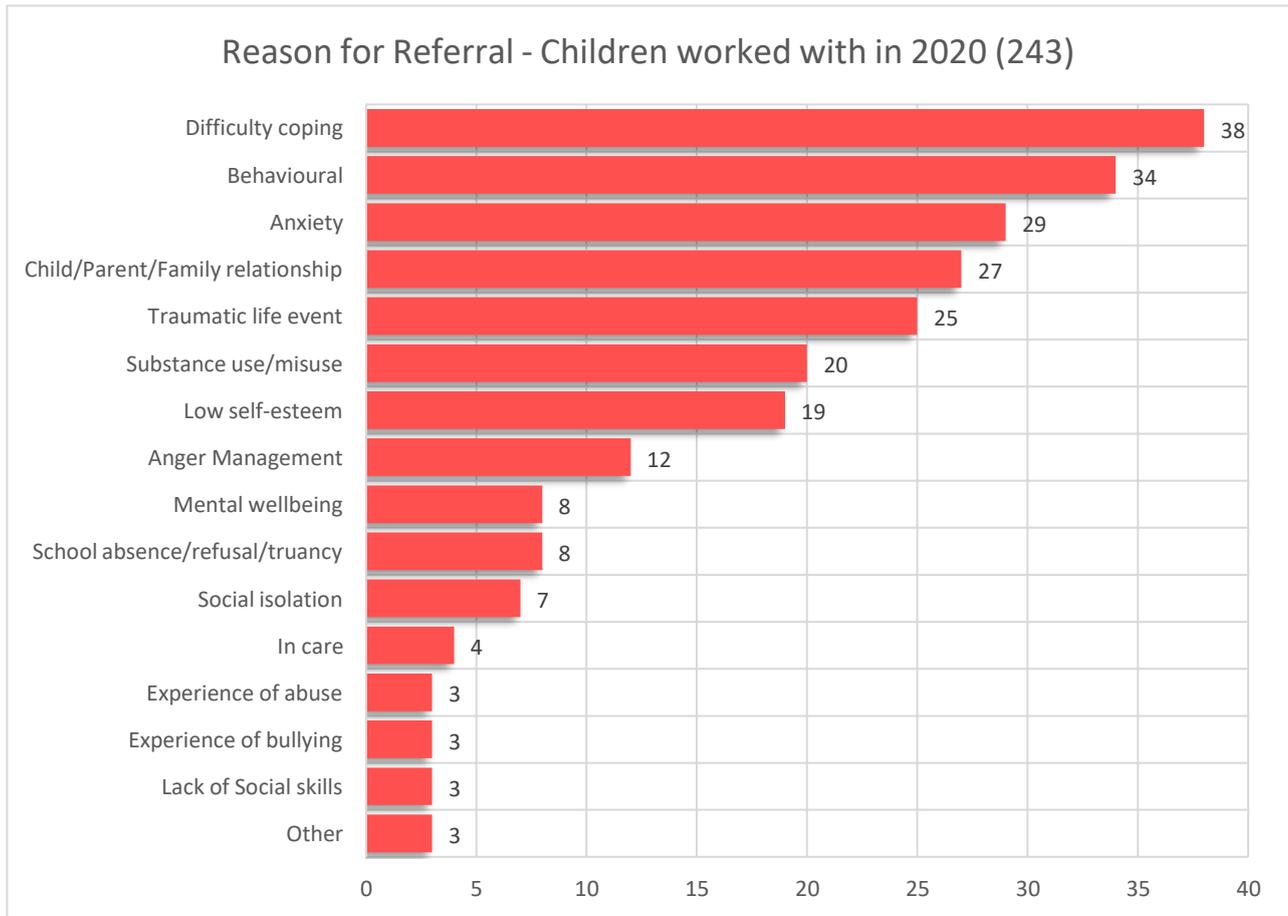
The service moved to an e-therapeutic support model from March 2020, in response to the introduction of Covid-19 restrictions.

### **Numbers at a Glance:**

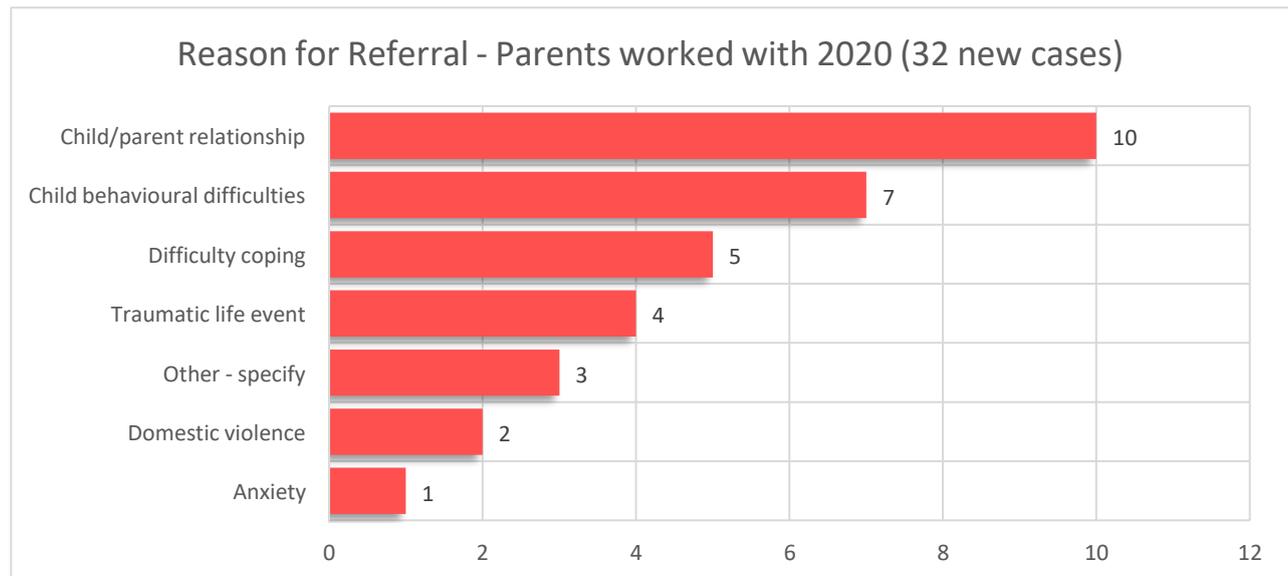
<b>Service</b>	<b>Number of Individuals</b>
New client cases opened (Oct 2019 - Sept 2020)	309
Clients carried over from previous year who continued to receive therapeutic support services	87
<b>Total Individual Clients</b>	<b>396</b>
Top-up support	26
Brief intervention	36
<b>Total for Top-Up and Brief Intervention</b>	<b>62</b>
<b>Overall Total</b>	<b>458</b>

## Client Cohort and Profile

### Reason for Referral

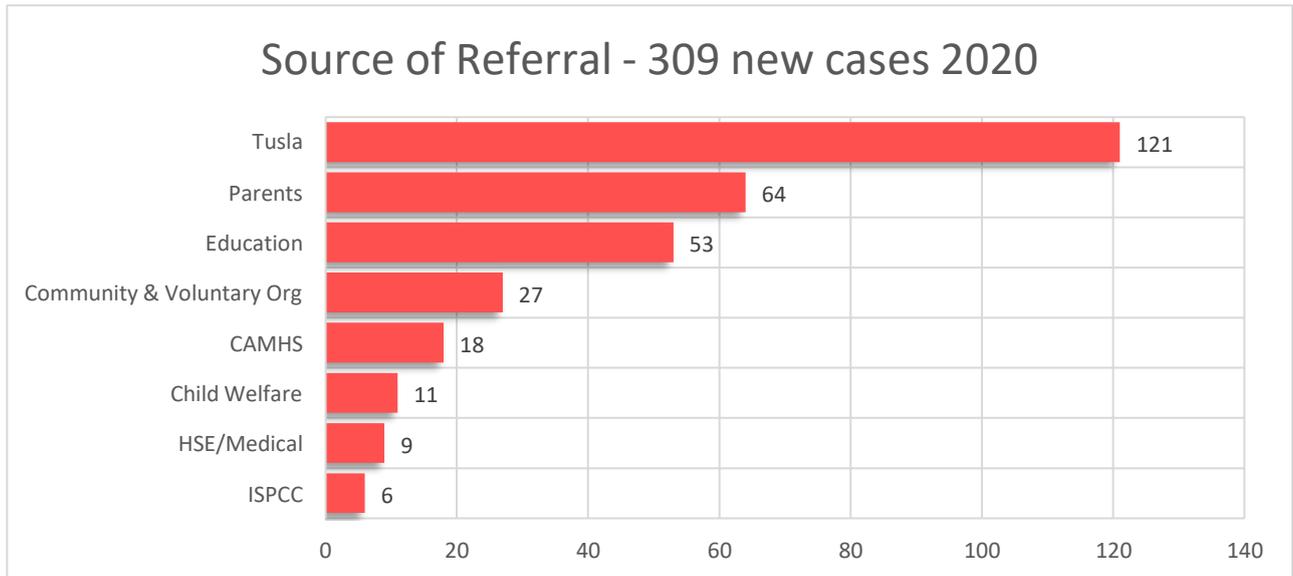


A total of 32 parents were referred to the Childline Therapeutic Support Service this year.



Source of Referral

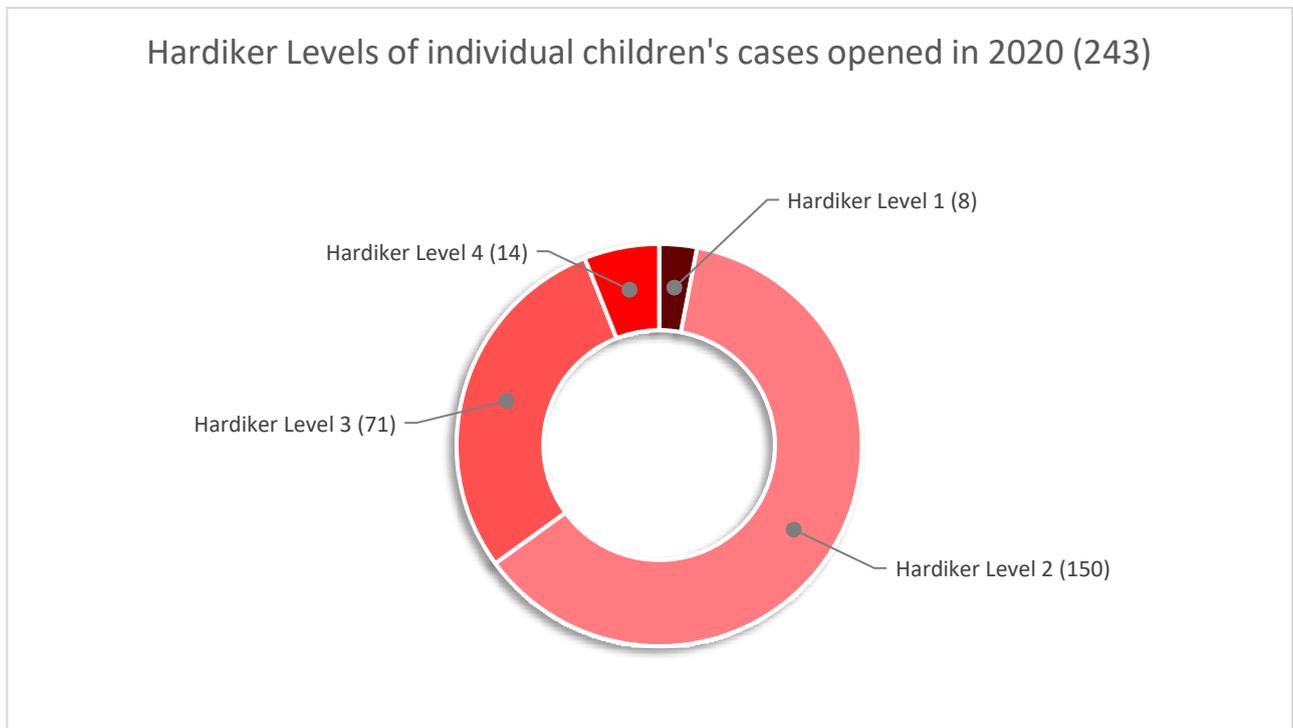
Tusla, the Child and Family Agency, as funders of this service, were the key referrers to the programme.



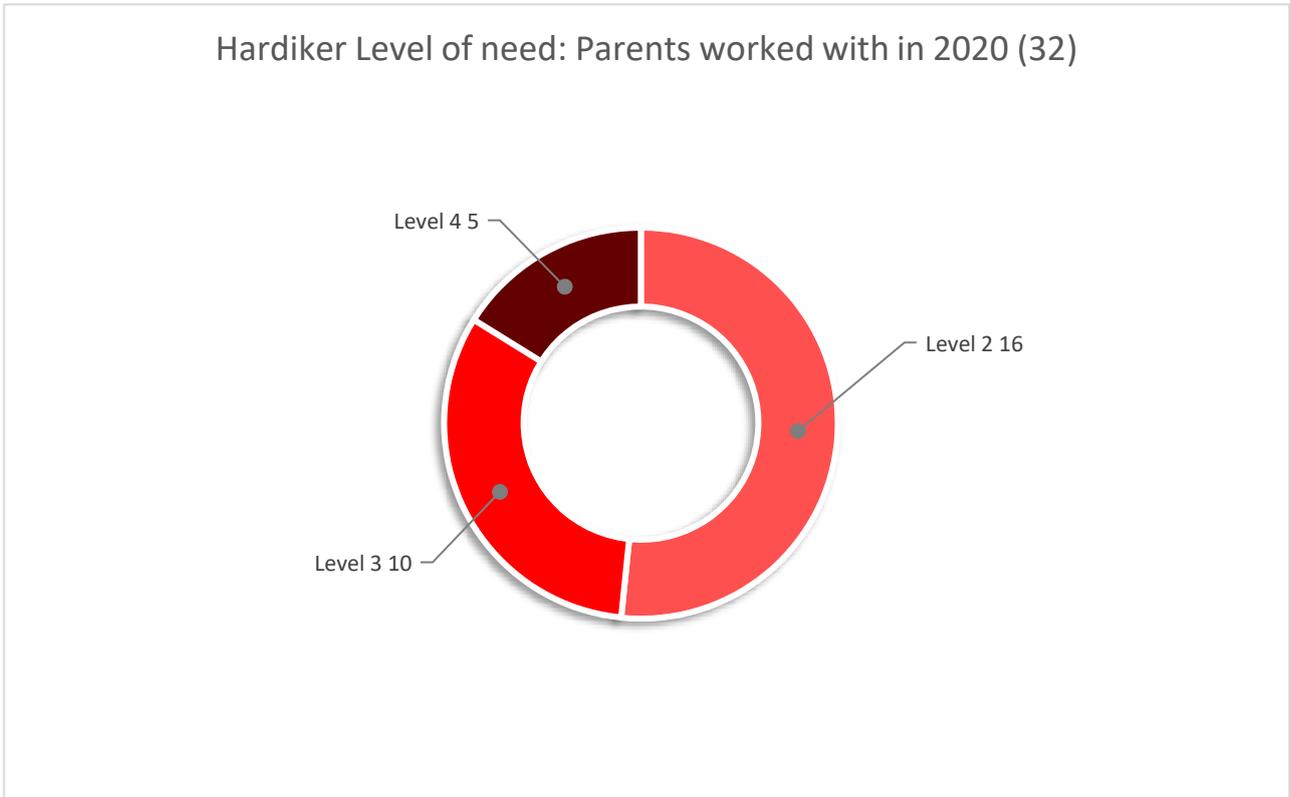
Levels of Need

The service works with children and parents who have different levels of need. This need is categorised utilising the Hardiker Model of Need.

Within the services provided to children, the need level was predominately identified at Levels 2 and 3 on the Hardiker scale.

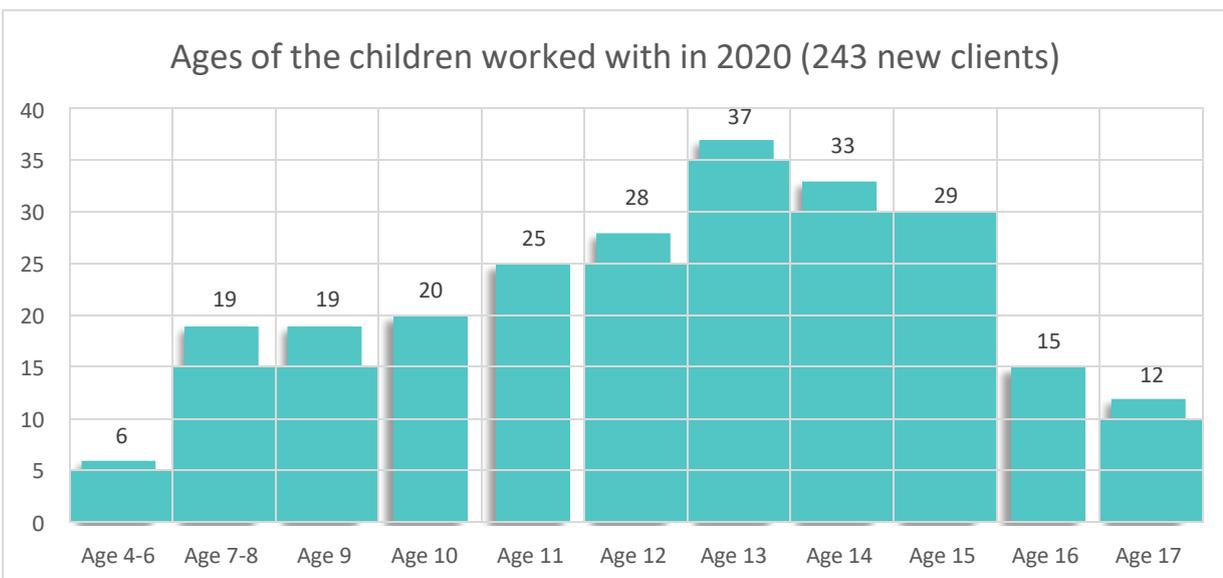


Of the 32 new cases referred for parenting support, the majority were assessed as being at Level 2 and 3 need on the Hardiker scale.



Age of those engaged

Children engaged in the Childline Therapeutic Support Service range in age from four to 17, with the majority aged between 12 and 15 years.



## **Service Interventions**

The service takes the approach of building upon individual strengths and acknowledging the central role of children in decision-making. The active participation of children and families is built into each intervention plan, ensuring that the work makes a lasting difference in the life of each child. The over-arching focus is on working in partnership with individual children and their families, to achieve the best possible outcomes.

Service interventions are based on the best available evidence and focused on delivering real outcomes for children and families. They are based on an individual assessment of need and firmly rooted in evidence.

### Childline E-Therapeutic Support Pilot

Within this period – and as part of our strategic focus on the digital transformation of our service delivery – the ISPCC established an E-Therapeutic Support Service pilot programme, in partnership with Tusla, in Counties Clare and Louth. This involved the delivery of a resilience-based support intervention to children and young people, where the outcomes of the online-based intervention would be evaluated.

A steering committee was established to support these pilot programmes, while a full policy and procedural manual was developed to guide employees around this online-based programme. An evaluation framework was agreed, whereby a standardised evaluation tool, as well as Childline’s own ‘What Works’ online evaluation tool, was agreed for use. The client cohort and criteria for inclusion in the pilot programme was developed and all relevant information was shared with key stakeholders.

The profile of the pilot Childline Therapeutic E- Support Service user is a child aged 14 – 18 who is displaying behavioural and emotional difficulties, owing to their adverse childhood experiences. The child’s ability to cope is impaired and he/she may be negatively impacted by their experiences.

While a pilot of the service was being delivered within Counties Clare and Louth, all therapeutic support services sessions across the remainder of the country were provided until March 2020 by professional employees working in the ISPCC’s offices and in the community within homes, schools and community venues.

The onset of the Covid-19 pandemic and related restrictions in March 2020, however, meant Childline Therapeutic Support Service employees could no longer engage with children and families in their own homes. Therefore, an alternative method of engaging with children and families was required. Immediate steps needed to be taken to enable the continued provision of support to children and families across the country who were already engaged with the service.

Initially employees engaged with children and their parents on the phone, providing advice and guidance in relation to the additional stresses being experienced by families as a result of the pandemic.

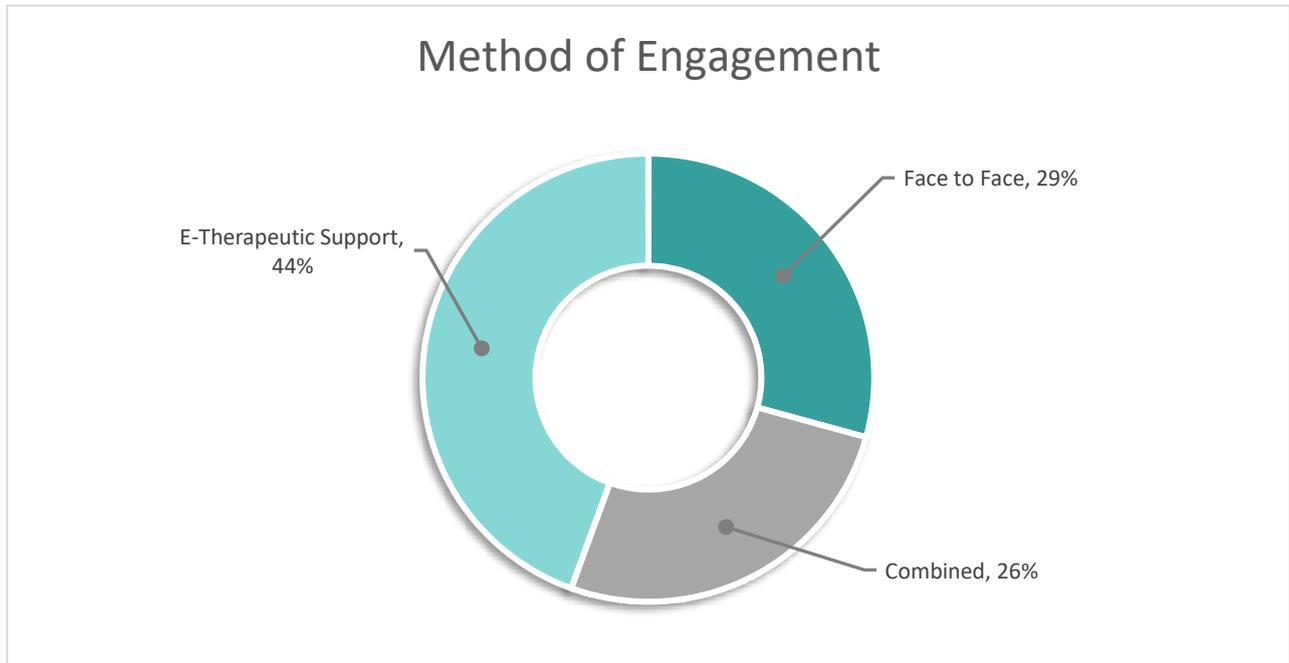
Within a matter of weeks, employees moved from delivering services over the phone to providing therapeutic support to all service users online utilising WhatsApp (in accordance with Tusla guidance) and Microsoft Teams.

The entire Childline Therapeutic Support Services team developed and rolled out the programme online – whereby all referrals to the service, assessment of needs, agreement of goals, development of individual therapeutic support plans, as well as the implementation of all evaluation tools, were completed with children, young people and parents online.

Therefore, while the majority of interventions prior to March 2020 were delivered on a face-to-face basis, e-therapeutic support was offered in place of face-to-face interventions from March onwards. Over the course of this year, thus, some individuals received face-to-face intervention solely, some received e-therapeutic support only and others would have received both face-to-face and e-therapeutic support.

The delivery of Childline Therapeutic Support Sessions this year broke down as follows:

- 44.33 per cent were delivered utilising solely e-therapeutic support
- 29.46 per cent of interventions were delivered on a face-to-face basis
- 26.21 per cent were delivered utilising both face-to-face and e-therapeutic interventions



### Outcomes and Impact

In this period, 281 cases were closed and fully evaluated utilising standardised evaluation tools, the ISPCC's 'What Works' outcome evaluation tool and an assessment of process goals achieved.

Following this evaluation and in agreement with the case manager, the ISPCC categorises the outcomes in terms of the level of change that has occurred as a result of the intervention. This is achieved through utilising the Kirkpatrick Model of Evaluation.

This model has four levels of outcomes:

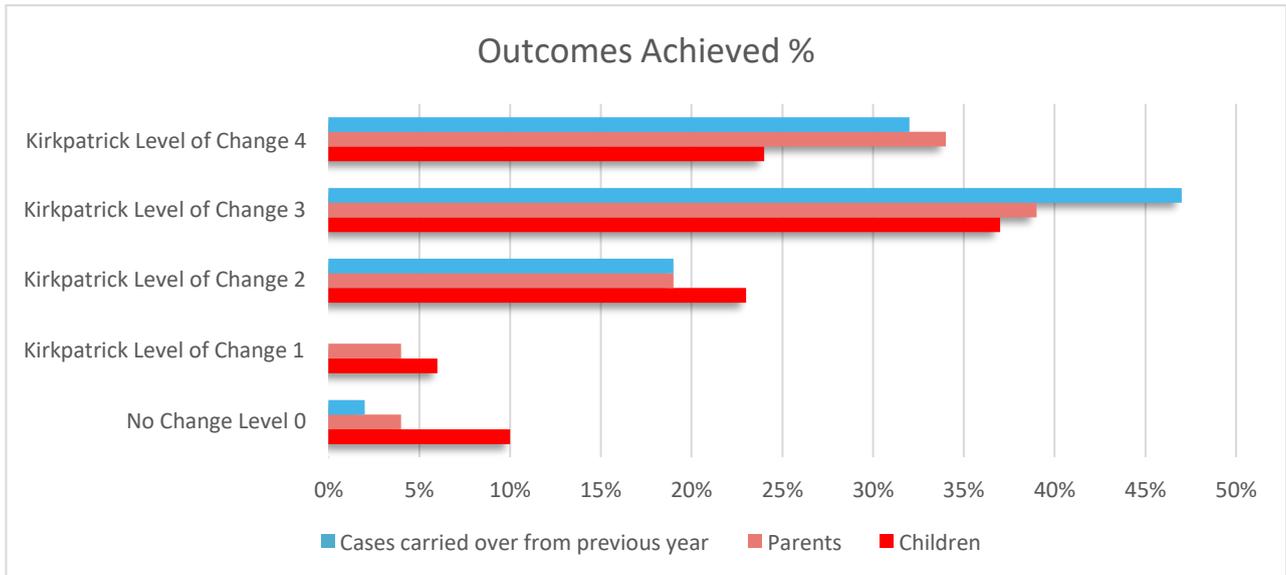
Level 1: Client is satisfied with service provided

Level 2: Client knowledge and understanding around issue identified has increased

Level 3: Client behaviour has changed for the better as a result of intervention received

Level 4: Community-wide effects of intervention realised

The table below shows the level of change measured for closed cases for individual work with children (168 cases), parents (26) and cases carried over from the previous year which were closed in this period (87):



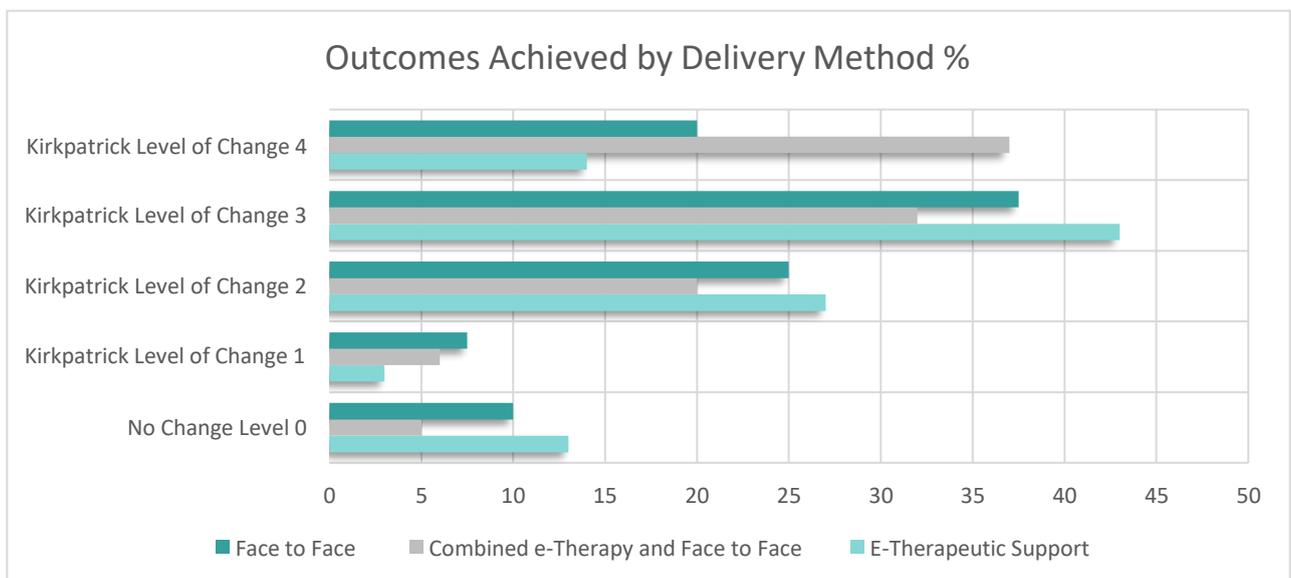
As can be seen from the table above, the Childline Therapeutic Support Service is achieving high impact with service users.

The majority of service users not only expressed satisfaction with the service received, but also reported an increased understanding of their situation and changed their behaviour as a result of the intervention (achieving a Level 3 change).

The second highest outcome category, Level 4 change, indicated a community-wide impact following intervention.

These outcomes have been achieved in what has been a difficult period for families accessing support, with the Covid-19 pandemic meaning the only option for many was to engage with the service online for the first time.

An examination of outcomes achieved across all methods of service delivery clearly indicates that online-based E-Therapeutic Support achieved very strong and positive results for children and families.



## **ISPCC Integration Service**

The ISPCC Integration Service, supported by The Daffodil Foundation, works with families seeking International Protection in Ireland, through supporting families residing in Mosney Accommodation Centre.

The overall objective of this unique service is to support families in successfully integrating into Irish society, by promoting empowerment, connection and resilience.

In the past year, the programme focused on the following areas:

### Childline Therapeutic Support Work

At the beginning of 2020, the ISPCC began delivering Childline Therapeutic Support Work to children, young people and parents. In its work with families, this service takes into consideration the additional stressors faced by those residing in Direct Provision.

### Community Navigator Service

The Community Navigator Service is run by a group of residents living in Mosney. It provides friendly informal supports to families in Mosney seeking integration, by providing up-to-date information on upcoming events and activities, signposting to available services and offering initial support and guidance to residents in their own cultural language.

In 2020, six new volunteers joined the Community Navigator Service. The service was launched at the beginning of February 2020 and ran on a weekly basis in Mosney until the Covid-19 restrictions were introduced. The response to the community navigators was very positive.

### Mosney Parental Peer Support Group

From the beginning of April to the end of July 2020, the ISPCC set up an online Parental Peer Support Group for parents living in Mosney.

The ISPCC offered support, shared ideas, discussed parenting tips and provided individuals with a safe space to talk about how they were coping. By creating a virtual community of support, we hoped to help families feel less isolated during a very stressful time.

Between April – July, 11 sessions were run and 14 parents participated.

### Direct Provision Support Line

To continue reaching residents despite the restrictions, the ISPCC Direct Provision Support Line was created. The service provides a confidential listening service, offering information, advice, advocacy and emotional support to parents living in the direct provision system.

By the end of September 2020, 17 residents had accessed this service, with an average of 7 contacts per month.

### Integration Service Newsletter

To continue circulating information among the community, the ISPCC started an Integration Service Newsletter. This is a weekly email sent to parents living in direct provision. Each week it includes information relevant to asylum seeking and refugee families. For example, resources/activities for children, parenting tips, information on upcoming training and scholarships, access to education, employment, counselling, etc. By the end of September 2020, 24 parents were signed up to the newsletter.

The ISPCC Integration Service continues to evolve, based on the needs of the community it serves.

## **(C) Childline Community Engagement**

Within the Childline Community Engagement Services, the ISPCC delivered a number of programmes and supports in the community.

These included:

1. Group Work Programmes
2. Parenting Supports
  - a. National Parenting Lead
  - b. Parenting Hub on [www.ispcc.ie](http://www.ispcc.ie)
  - c. Parenting Webinars
  - d. Parent Support Champions Project
  - e. Child and Family Network Co-Ordination
3. Schools and Clubs Programmes
4. National Support Line
5. Involvement in Collaborative Working

### **1. Group Work Programmes**

The ISPCC delivered three different group work programmes in 2020:

- a. Bouncing Forward: ISPCC Resilience Group Work Programme

In this period, the ISPCC continued to deliver its resilience group work programme.

The ‘Bouncing Forward’ programme was initially developed for a DEIS school in Inchicore, Dublin, in response to the fact that the organisation had experienced increased referrals from this school, which were impacting on waiting lists in the area. It was agreed that more sustainable outcomes could be achieved through peer support, as opposed to individual work, for particular families identified to take part in this group work.

The programme is a group work programme which aims to help children build resilience, improve self-esteem and find better ways of communicating and managing their feelings. The programme consists of nine sessions, three of which include parental / guardian involvement.

The programme sessions are broken down into the following three topics:

- Self-Esteem: To help the group identify all the positive attributes they possess
- Feelings and Expression of Feelings: To bring an awareness into the group about the different feelings we experience and how we deal with them
- Anger: To help the group gain an understanding that it is okay to be angry sometimes, but it is important to express anger in a positive way

Three resilience programmes were facilitated in three primary schools in this period, with 20 children involved.

The programmes had to be suspended following the onset of the Covid-19 pandemic and related restrictions in March, however, as they are designed to be delivered within a school setting. These programmes will be completed when safe to do so and within Government guidelines.

- b. The Non-Violent Resistance Programme

The Non-Violent Resistance (NVR) Programme is a brief, systemic and cognitive behavioural response to child-to-parent violence.

The programme aims to empower and support parents/carers in preventing and responding to the controlling and violent behaviour of children and teenagers.

During this eight-session programme, there is an emphasis on influencing a change in the relationship between the parent and the child, on the behaviour of the parent and on increasing positive parental presence in the child's life.

The NVR Programme is adaptable and responds to the needs of parents and practitioners. It is suitable for use in a variety of contexts (such as group or individual sessions) and a variety of settings (voluntary or statutory services).

In this period the ISPCC delivered the initial sessions of this NVR programme to 10 participants on an online basis. This was the first time the programme was delivered online, on a group work basis, in Ireland.

This programme was completed in December 2020, with wholly positive feedback received from all participants.

#### c. The 'Working It Out' Parents Plus Programme

The Parents Plus Adolescents Programme (PPAP) is aimed at parents of young adolescents aged 11 to 16 years of age.

PPAP is a practical evidence-based parenting programme which supports families to communicate effectively, build satisfying relationships and overcome emotional and behavioural problems.

This programme is solution-focused and builds on parents' strengths. It is suitable for parents of adolescent with additional needs such as ADHD.

This Programme was delivered to three parents during this period.

## 2. Parenting Supports

#### a. National Parenting Lead

In 2020, the National Parenting Lead role was established within the ISPCC. This post is fully funded by Tusla – the Child and Family Agency.

The Parenting Lead within the ISPCC is responsible for modelling best practice within all parenting work delivered within the ISPCC. They develop and maintain the Parenting Hub on the ISPCC website and co-ordinate the ISPCC's parenting work nationally – to include the delivery of the ISPCC Support Line and all individual therapeutic supports for parents.

The Parenting Lead trains and upskills ISPCC services employees across Ireland where applicable, in addition to delivering outreaches and workshops to parents.

The Parenting Lead contributed to a number of media and content pieces throughout the year, focused on supporting parents.

The Parenting Lead works closely with Tusla to deliver the following:

- Development of the Parenting Strategy
- Support for the implementation of the 'Parental Participation' project and promotion of the '50 Key Messages' including 'Parenting24Seven'
- Support for the development of the Parent Support Champions Project
- Support for the organisation of the Tusla National Parenting Conference

b. Parenting Hub on ISPCC.ie

A Parenting Hub section is a key area of development on ISPCC.ie. This section contains articles in relation to parenting and parenting support and features a wide range of topics.

The top five topics viewed on the hub included abuse and bullying, online safety, parenting, mental health and relationships and sex and pregnancy.

c. Parenting Webinars

ISPCC hosted its first series of webinars in August 2020 with the title *'Transitioning Back to School – Helping Your Child Cope with Change'*.

A significant demand was experienced for the series, which was delivered over the course of two webinars. The first night of two saw support, information and resources shared with parents and carers, while the second night saw parents joined by their children and young people. The series saw 140 attendees join the webinars live, while both webinars were also recorded and made available on the ISPCC Childline YouTube channel.

The series received hugely positive live feedback, with participants mentioning how the material shared would be helpful to them and their families around the return to school and beyond.

Two additional webinars were presented in June and September for Bank of Ireland employees. The first of these, focused on 'Building Resilience in your Child', had 30 participants – while the second, focused on 'Communicating with your Child', had 35 in attendance.

d. Parent Support Champions Project

The Child and Family Agency, Tusla, has developed the Parenting Support Champions (PSC) Project. Parenting Support Champions are existing practitioners working with children and families who are employed by Tusla and its partner organisations. Whilst it is recognised that there are many practitioners working with children and families who already have a role as 'parenting support champions', this project represents an opportunity to carry out that work within a national framework of integrated service provision, with benefits accruing through participation in training and networking opportunities.

The project has the aim of promoting and supporting parenting and the implementation of the Parenting Support Strategy within Tusla and partner agencies and organisations.

The ISPCC had three Parent Support Champions this year, with one champion in Limerick and one in Cork and one in the Louth / Meath area new to the role.

The Parent Support Champion in Limerick was involved in the running of an event organised by the East Limerick Family Support Network. The local Tusla PPFS (Prevention Partnership Family & Support) team were also involved in the running of the event which focused on the issue of bereavement. The event was held in response to an increase in suicides in the area. A range of services and speakers were present and discussed with the parents how they can talk to and support their children if/when they are affected by a death, suicide or loss. The event was held in a local secondary school in the evening time.

The Cork Parent Support Champion along with other PSCs in Cork are currently working together to create engaging and informative material for hard-to-reach families trying to engage with services. This project began in the reporting period for 2019/2020.

e. Child and Family Network Co-Ordination

The ISPCC had one Child and Family Network Co-Ordinator (CFNC) based in Monaghan in 2020 and one Child and Family Network Co-Ordinator (CFNC) based in Cavan for two months of the reporting year. These posts were fully funded by the Child and Family Agency, Tusla. The purpose of these roles is to develop and embed the national practice model of Meitheal and to develop Child and Family Support Networks in Monaghan and Cavan.

The Child and Family Network Co-Ordinators are responsible for building positive relationships with statutory, community and voluntary organisations in order to work more effectively with children and families. They are responsible for delivering Meitheal training to equip practitioners in the community with the skills to look at the strengths and needs of a family – with a view to holding meetings with the child and parents at the centre. The networks focus on the needs of their respective areas and on building positive relationships between people who work in their given area with children and families.

The networks then work towards actions to bring about positive outcomes for children and families. Five such networks are established in County Monaghan – including in Monaghan Town, Ballybay, Clones, Castleblayney and Carrickmacross. Three networks were established in County Cavan – including in Cavan Town, West Cavan and East Cavan.

The Child and Family Support Networks in Monaghan continued to grow throughout 2020 and noticed a rise in referrals, responses and family support needs, despite the presence of Covid-19.

<b>Area</b>	<b>Monaghan</b>	<b>Cavan</b>
Meitheal Sessions	27	22
Meitheal Meetings	86	8
Local Area Pathway Responses	78	1
Number of Operating Networks	5	3
Network Meetings	17	3
Committee Meetings	28	5
Meitheal Training	17	1
Meitheal Briefing Sessions	9	1

### 3. Schools and Clubs Programmes

The ISPCC has a long history of working collaboratively with children and young people to enhance and strengthen their resilience. A key factor in ensuring sustainable positive outcomes for children and young people is ensuring those significant adults around the child (parents / carers / teachers / coaches) are adequately resourced and equipped to support the child. Children and young people cannot be viewed in isolation – empowering the social network around a child can be crucial for achieving sustainable outcomes in the area of resilience. In this period, the ISPCC began evaluating our offering in the community and

looked at how the organisation could reach more young people. In addition, we identified where the gaps appeared to be in terms of supporting children's emotional resilience.

a. Schools

As a platform through which to bring our expertise in the area of strengthening resilience to 6<sup>th</sup> class pupils across Ireland, the organisation progressed work in this period on creating a programme to strengthen resilience in young people transitioning from primary to secondary school.

This was driven by the aim of providing a universal service to all 6<sup>th</sup> class children and including the influential adults in their lives, i.e. their teachers and parents / carers.

We are very grateful to our corporate partners in Avolon for their support of this specific project, which will be piloted / launched in 2021.

b. Clubs

The ISPCC was delighted to start collaborating with the Irish Rugby Football Union again in this period as the sporting body developed plans for a campaign to be delivered in late 2021. This campaign will focus on the issue of raising awareness of bullying within the wider club community.

### The ISPCC's Outreach Programme

The ISPCC's Outreach Programme brings information about the ISPCC's services to schools and community groups throughout Ireland. Through contacts, requests and following on from referrals, ISPCC employees and volunteers attend events to familiarise members of the public with services provided.

A total of 17 outreaches were completed by ISPCC Childline services employees in this period. These saw the organisation engage with thousands of children and young people across Ireland and raise awareness of our services. In total, services employees engaged with about 7,500 young people through outreaches delivered in this period – including with about 4,000 young people at the Zeminar event and an additional 3,519 from other outreach occasions.

A highlight of our outreaches calendar in this period was our presence at Zeminar in October. Services employees and volunteers from across the ISPCC facilitated an exhibition space which was visited by large cohorts of students and teachers who were among the thousands attending the event.

### Achievements & Performance

	Primary School	Secondary School	Community Groups	Youth Detention
<b>No. of outreaches</b>	2	12	2	1
<b>No. of people engaged</b>	420	6,482	610	7

#### 4. ISPCC Support Line

The ISPCC's Support Line provides a confidential listening service, offering information, signposting, advice and emotional support to all members of the public who contact us about any issue in relation to parenting or child protection and welfare. In this period the Support Line was available Monday to Friday between 9am and 1pm by calling 01 522 4300, emailing to [ispcc@ispcc.ie](mailto:ispcc@ispcc.ie) or by writing to any local ISPCC office.

The service is aimed primarily at individuals who have family relationship or parenting needs, those who may have concerns in relation to children and those who do not feel that they have sufficient support. This service enables the individual caller to talk over their needs with a professional ISPCC employee who offers non-judgmental support, information and guidance.

The Support Line service provides:

- Information / signposting on services available
- Advice on family relationship issues, parenting and coping strategies
- Advice about child development and the impact of certain situations on children
- Guidance and referral to statutory services to assist and support with child welfare and protection issues
- Support and guidance on issues such as bullying, mental health, child abuse, parenting and social support

The Support Line received 93 calls in 2019/2020

#### Achievement & Performance

Profile of Call	Number of Contacts
Parenting Concerns	33
Abuse	20
Family Law	5
Information Requested	27
Complaints About Other Professionals	4
Other	4
	<b>93</b>

Breakdown of Parenting Concern Calls	
Behavioural	10
Drugs & Alcohol	4
Online issues	6
Anxiety	1
Sexual behaviour	1
Bullying	2
Mental Health	1
Bereavement	1
Family legal issue	1
Covid-19	1
What age to leave child alone	1
Child/ Parent relationship	1
Information requested on ISPCC services	3
	<b>33 contacts</b>

<b>Breakdown of Calls around Abuse</b>	
Physical	7
Sexual	5
Emotional	3
Neglect	4
Type of abuse not reported	1
	<b>20 contacts</b>

## 5. Involvement in Collaborative Working

The ISPCC, as part of its work, is involved in a number of inter-agency working groups and committees. The ISPCC believes that working collaboratively with other professionals and organisations will ensure the best possible outcomes for children and families nationally.

### Community Engagement

	<b>South</b>	<b>West</b>	<b>East</b>	<b>North East</b>	<b>Total</b>
<b>Meitheal Lead Practitioners</b>	13	38	1 *	17	68
<b>Other Meitheal Involvement</b>	13	11	6	32	62
<b>Case Conferences / Reviews</b>	3	8	2	8	21
<b>Interagency Work / Meetings</b>	30	45	67	61	203
<b>CYPSC / CYPSC Sub-Groups</b>	20	7	25	21	73
<b>Networking events</b>	25	87	13	72	197
<b>Child and Family Support Networks Meetings Attended</b>	0	5	31	10	46

- \*In the East region, an ISPCC employee chaired a Meitheal case. This role involves chairing every Meitheal meeting during the young person's Meitheal engagement (usually every four to six weeks), exploring the level of success or otherwise achieved by the various supports provided since the previous meeting, facilitating discussion with all stakeholders within the Meitheal and ensuring the child's needs are met within agreed timeframes.

### ➤ Some examples of work undertaken in Children and Young People Services Committees:

- Cork CYPSC
  - Participation Sub-Group: The ISPCC was actively involved in a Participation project, specifically with regard to completing a survey to examine the participatory practices of organisations in Cork City and County which work with young people

- Supporting Parents Sub-Group: The focus of this group during the pandemic centred on sharing resources and information between services in Cork to ensure that parents and carers were aware of support services available in their area
- Wicklow CYPSC
  - As part of the Wicklow CYPSC, the ISPCC supported the organisation of the Wicklow Safer Internet Day in February 2020. The Wicklow CYPSC support manual ‘Parents’ Guide to Internet Safety’ was also launched at this event.
  - Youth Mental Health Sub-Group: The ISPCC was involved in the ‘Gr8 2b Yng’ initiative. This involves a week of events which take place during Mental Health Week each October.
  - Connected and Respected Sub-Group: An event was held to give young people the chance to share their opinions on the topics of most importance to them at the time. Topics discussed included: living life online, climate change, cannabis use and healthy relationships.
- Monaghan CYPSC:
  - Safe and Protected from Harm Sub-Group: The ISPCC was involved in working collaboratively with other service providers in the Monaghan area around the issue of Domestic Violence. This work led to the publication of the ‘Shine Booklet’, a resource highlighting the impact of exposure to domestic violence on children and young people.
- **Examples of other networks with which the ISPCC was involved in this period:**
  - School refusal working group, Loughrea, Co. Galway
  - West Limerick resources network
  - East Limerick Family Support Network
  - Clarecare, Co. Clare
  - NVR Steering Group, Cork
  - Wicklow Youth Mental Health Initiative
  - Mosney parental peer support group
  - Ballybay and Clones network, Co. Monaghan
  - Cavan Youth Network
  - National Childhood domestic abuse project
  - Parent support champions
  - Ballyfermot and Clondalkin CFSN, Dublin

## **1.2 Fundraising**

From October 2019 until mid-March 2020, the ISPCC continued to work closely with individuals and organisations across the country who gave their time, money, talent and support to our Childline services to help us achieve our objectives and support us in providing our services to children.

In March 2020 the landscape of the country and the world changed dramatically, with the arrival of the Covid-19 pandemic and related restrictions. Never had the fundraising sector experienced such an unprecedented challenging environment. But thankfully due to the positive profile of our organisation, the understanding of how important our work is and our ability to respond quickly to the crisis, our Childline services received exceptional support from previous and new supporters. At a time of great uncertainty, the support of our donors gave us reassurance and allowed us to continue to deliver our services uninterrupted.

Governance and building sustainable income remained a high priority for the organisation throughout this period, with the board approving the organisation's fundraising strategy and encouraging us to adapt and respond to the pandemic.

The ISPCC is fully compliant with the Guidelines for Charitable Organisations on Fundraising from the Public. The organisation has robust processes in place to ensure that every donation is accounted for. Our financial statements, which form part of this annual report show how we raise our funds and how they are spent.

The ISPCC values enormously the time our volunteers and supporters spend in raising funds for us and the generosity of our donors, members of the public and corporate partners. Great trust is placed in us to fundraise ethically and to use the funds raised well. We answer this trust with robust systems and transparency.

We would like to acknowledge and thank all our supporters and donors for your unwavering support – without you, the ISPCC's services could not be there for the children who need us all over the country, 24 hours a day, every day. Thank you.

### **Partners and Trusts**

The ISPCC is extremely grateful for the support its Childline services received this year from so many generous and committed partners. We would like to extend a special note of thanks to Vodafone Ireland and the Vodafone Ireland Foundation, Woodies, The Property Race Day, Dragons at the Docks, Keelings Fruit, Tipperary Water, Ark Life, Avolon, Barry's Tea, Ryanair, Social Innovation Fund (Re-Think Ireland), Standard Chartered Aviation Finance and Tesco.

Our sincere thanks also to The Quinn Family Foundation, The Community Foundation, Dublin District Schoolboys League, Creatives Against Covid-19, An Post, all our Livestream Gig Partners and supporters and Otterbox for supporting the ISPCC's Childline services in 2020. The effort and generosity of supporters throughout Ireland who see the impact they can have for children in Ireland who use our services makes an enormous difference to our work.

We are exceptionally grateful to our long-standing supporters Matheson, MCD, Musgraves, CCMA, Shoe Zone, Aviva, 3 Arena, The Olympia Theatre, The Gaiety Theatre, Ticketmaster, Brown Thomas and Morrison Hotel – all of which contributed significantly to the ISPCC through campaigns and generous donations.

### **Vodafone**

Now entering its fifth year, our partnership with Vodafone is still as strong as ever. Since 2016, Vodafone has covered the cost of Childline's free phone number to ensure every child who wishes to avail of our services can do so without worry of cost.

Employees continue to take on numerous fundraisers, events and campaigns to raise awareness and funds for Childline. Internal competition and external events have kept this partnership relevant and fresh and we are exceptionally thankful to Vodafone employees and customers for their ongoing engagement with Childline and the work that we do.

During Christmas 2019, Vodafone employees once again sold our Christmas Holly pins in their stores and gave their time to sell this product on the streets. The employees of Vodafone were an amazing support when the Covid-19 pandemic arrived, adapting their fundraising and taking part in virtual events like the Women's Mini Marathon to ensure vital funds were raised for Childline.

In addition to their significant fundraising efforts, employees across divisions and functions in Vodafone gave their expertise and personal time to help Childline imagine and create new ways of getting its message out to children and to ensuring that the service is always there for them, 24 hours a day.

### **Vodafone & ISPCC Childline – Communications**

Vodafone Ireland worked with Childline during this period on two key pillars of the partnership, online safety and resilience and Childline brand awareness. The guiding principle underpinning the partnership is *Keeping Children Safe by Keeping them Connected*.

A 'Talking Makes Us Stronger' campaign targeted at 8 – 10 year-olds and their parents/carers was developed. The campaign's core message let children and young people know that Childline is always here if they encounter something online which upsets them, or if they would like to talk about any other issue on their mind. The campaign featured TV ads (live and video on demand services) and social media presence and ran for five weeks from 17<sup>th</sup> January, with additional coverage on Safer Internet Day (February 11<sup>th</sup>).

Campaign posters carrying the 'Talking Makes Us Stronger' message were delivered to over 3,000 primary schools ahead of Safer Internet Day 2020.

The campaign period saw an increase of over 100 per cent in both users of the Childline.ie site and site sessions.

### **Ryanair**

For the fourth year in a row, Ryanair continued its tremendous support for Childline. Over the past four years, Ryanair has donated over €450,000 through corporate donations, employee fundraising and customer-facing campaigns.

Ryanair's support, through digital donation days, Ryanair Holiday Giveaway competitions and much more, has helped Childline to answer contacts from children, 24 hours a day, 365 days a year.

### **Keeling's**

Our partnership with Keeling's extended into its third year and once again saw Keeling's promote our partnership through their on-pack promotions. This support not only raises funds but also raises the profile of Childline among Keeling's customers.

Outside of our ongoing partnership with Keeling's, the company also made a very generous pandemic-related donation for which we are exceptionally grateful. We look forward to growing our relationship with this company in the years to come.

### **Tipperary Water**

In 2019, Tipperary Water continued to raise significant funds for Childline. Every six-pack of Tipperary Kidz Water displayed the Childline phone number, which helped to create awareness of how children and young people can contact our services.

A portion of the proceeds from every pack of Tipperary Kidz Water is donated to help fund the ISPCC's Childline Listening Service. Thank you to Tipperary Water for continuing to help raise vital funds and create awareness of the Childline phone number through this partnership.

## **Woodies**

Childline was chosen by Woodie's as one of four charities to take part in the 2020 Woodie's Heroes Fundraising Campaign. Woodie's employees, customers and suppliers throughout Ireland once again raised substantial funds for Childline.

The highlight of the campaign was a 'Miles of Smiles' Woodie's Heroes Cycle which saw the cyclists visit the 35 Woodie's stores and collect Woodie's Heroes' fundraised donations from each store.

Thank you to all of the employees and customers of Woodie's across Ireland for your phenomenal and vital support for our service in raising significant funds and awareness through the exceptional Woodie's Heroes 2020 campaign.

## **Avolon**

Avolon came on board in 2019 as supporters of our resilience-based program focused on supporting 6<sup>th</sup> class students' transition into 1<sup>st</sup> year in secondary school, as currently in development.

Avolon's support will assist further developments focusing on strengthening children and young people's resilience, which is at the core of all Childline services. The ISPCC looks forward to working with Avolon over the next five years on the development and roll-out of this programme.

## **Events**

### **Christmas Afternoon Tea at the Morrison**

Now in its fifth year, the Christmas Afternoon Tea at The Morrison took place at the hotel on Sunday, November 2<sup>nd</sup>. The event, which was MC'ed by Rory Cowan, provided a festive celebration complete with treats, entertainment, fun and games, a raffle and more besides.

The ISPCC would like to extend warm thanks to all the employees at The Morrison Hotel for their incredible generosity again this year, as well as to the wonderful guests who attended and to the supporters who gave of their time and donated prizes to ensure the success of this event. The Christmas Afternoon Tea at The Morrison raised €10,000 for Childline in 2019.

### **RTE 2FM Christmas Ball & Golden Ticket Competition**

RTE 2FM and MCD come together every year to hold the highly anticipated Xmas Ball in aid of the ISPCC. Top Irish and international acts including The Script, The Coronas and Gavin James have played to sold-out Xmas Balls at the 3Arena in recent years. These wonderful concerts have been hosted by RTE 2FM presenters including Nicky Byrne, Jenny Greene and Eoghan McDermott.

All of those involved in 2019 again gave their services free of charge on the night, with 100 per cent of all monies raised going directly towards supporting the ISPCC's services. The RTE 2FM Xmas Ball raised over €450,000 for the ISPCC in 2019, with the RTE 2FM Golden Ticket on-air competition raising over €60,000 of this total.

Artists including Hudson Taylor, Thanks Brother, LYRA, Brian Deady, Gavin James, Soulé, Aimee, DJ John Gibbons, Picture This and Danny O'Donoghue of The Script performed at the RTE 2FM Xmas Ball 2019, which took place on Saturday December 21st.

This event is a key highlight of the ISPCC's fundraising calendar and could not be achieved without the amazing support of all the artists who give of their time so generously, 2FM who always go above and beyond, ISPCC President Caroline Downey who unwaveringly supports, the team at MCD who put the show together and 3 Arena and all their employees who give of their time for free to make this event such a success each year.

## **ISPCC Christmas Holly Campaign**

The 2019 Christmas Holly Pin campaign was supported throughout December by Transition Year school pupils, employees of several corporate supporters and volunteers all over Ireland who took to the streets to sell the ISPCC's Holly Pins.

The ISPCC is grateful for all the fantastic support we receive year-on-year, in all weathers, as well as to all the members of the public who show their support by purchasing a pin. The campaign was a success in 2019, raising over €64,500.

For the third year in a row, The Order of Knights of St. Columbanus allowed us to utilise their head office in Ely House to co-ordinate our Dublin Holly Campaign. This is a fantastic support to this fundraising activity.

## **Childline Breakfast Week**

In 2019 Childline Breakfast Week raised in excess of €58,000 – with thanks to amazing support shown by schools, crèches, community groups, companies and individuals nationwide.

Breakfasts of all types were hosted all over the country and funds raised from these events helped keep Childline listening to children every day and night.

We are so grateful for the continued support of all those who take part in this campaign.

## **Support from Individuals**

Throughout our 2019 Christmas Appeal we highlighted ISPCC's vital services, including reminding our donors that on Christmas Day hundreds of children and young people would be turning to Childline for support. We are very grateful to our donors for their response to this appeal and for their continued generosity.

The organisation's focus of engaging and retaining existing supporters continued this year. We had the opportunity to speak with many of our fantastic donors, which resulted in building trust with the organisation and in turn saw us generate additional income. We are most grateful for this support.

To those donors who allowed the ISPCC to claim tax back on their donations of €250 or more through the Revenue refund scheme, we would like to extend our sincerest thanks. Your permission to avail of this scheme ensures that your donation goes even further.

## **Legacies**

Leaving a legacy is a wonderful testament to the support and commitment of the services we offer children. The generosity of those individuals who choose to leave a lasting gift to the ISPCC is deeply appreciated. In this financial year, we received €212,859 in donations through legacies.

On behalf of all the employees, volunteers and children we serve, we thank all those involved in these gestures of benevolence.

## **Countertop Collection Boxes**

The public continues to support our countertop collection boxes in retail and commercial outlets the length and breadth of Ireland. We are extremely grateful to the proprietors involved, who continue to display our collection boxes and encourage their customers to support our organisation.

We would like to acknowledge and thank the general public for their continued support of this important income stream for the organisation. We would like to extend our thanks to the new companies which came on board in this period and to kindly acknowledge those retailers who have supported us for so many years.

We would like to acknowledge the impact that Covid-19 has had on many of our retail and hospitality industry partners and to sincerely thank you for your ongoing support in these very difficult times. We hope that we will be able to visit you all again in the not-too-distant future but until then wish you the very best of luck.

## **Church-gate Collections**

From October to March our Church-gate Collections raised €45,650. Since March this activity has ceased to ensure the safety of all involved.

We would like to extend our sincerest thanks to the churches all over Ireland who have given us permission each year to collect at their churches and to our amazing volunteers who have collected on our behalf for so many years.

You have contributed so significantly to our organisation and your support is greatly appreciated. We wish all involved health and safety until we can see you again in person.

## **Volunteers**

The ISPCC's fundraising team benefits from the talent and enthusiasm of hundreds of volunteers who are a vital and integral part of the fundraising team. Volunteers drive community events at every level – from bake sales to abseils, from 1km strolls to full marathons, and every other imaginable type of fundraising activity.

Our volunteers did not falter because of Covid-19, but instead took to social media to promote and take part in virtual fundraising activities all over the country. Even though these events were taken on in the new virtual environment, many were physically demanding and required mental endurance.

Hundreds of runners, joggers, cyclists, walkers, strollers, footballers, GAA players and sporting enthusiasts trained and competed in all weathers and raised funds for the organisation individually and in teams all over the world. The ISPCC is incredibly grateful for all their tremendous efforts and for engaging your communities to support your fundraising efforts in aid of Childline.

## **Covid Emergency Appeal**

COVID-19 was as unexpected as it was unprecedented – but so too was the response from the public when it came to supporting Childline. As an organisation it is not possible for us to acknowledge every individual, company and organisation who supported us, but please know that your generosity will always be held in the highest regard and we are exceptionally grateful for your unyielding support. Enormous effort, dedication and generosity is behind every euro donated to Childline and it is all appreciated.

Below are just a sample of some of the amazing gestures of support shown to Childline since the Covid-19 pandemic arrived in Ireland.

### Direct Mail

In March we delivered a COVID-19 Emergency Direct Mail Appeal in response to the pandemic and the impact on our ability to fundraise for our services. Understanding our need, our supporters responded so positively and supported us in raising much-needed funds for Childline. This additionally enabled the ISPCC to acquire new supporters.

### The Late Late Show

At the end of March, Director of Services, Caroline O'Sullivan and Hozier appeared on RTÉ's The Late Late Show to highlight the surge in activity from young people to our services during the pandemic. This ISPCC feature on the Late Late show, helped to kick start fundraising efforts in relation to the Covid Emergency Appeal

### Livestream Gigs

Outside of this in March and April, a line-up of outstanding Irish artists including Hozier, Danny O'Reilly, Wild Youth, Mark Feehily, Dermot Kennedy, Picture This, Gavin James, Walking on Cars, Hudson Taylor, Orla Gartland, Sean and Conor Price, Allie Sherlock, Kodaline, Niall Horan, Lyra and Keith Barry, live-streamed 30-minute recordings from their Instagram accounts.

RTÉ 2FM also streamed the concerts across all of their platforms and anyone tuning in to listen and watch was encouraged to donate €4 to Childline. This activity resulted in significant funds being raised for the organisation. We cannot thank these artists and our partners enough for their imagination, creativity and effort in creating this unique experience which raised such vital funds for our organisation.

Caroline Downey and MCD were the creative geniuses behind this event which was the first of its kind. This two-week activity could not have been delivered without RTÉ 2FM's amazing support and the outstanding efforts of all the artists involved who once again showed their passion and belief in ISPCC Childline by giving their time to these events.

Many of the artists involved and their counterparts from the music industry made substantial personal donations to ISPCC Childline also, for which we are exceptionally grateful.

### Creatives Against Covid-19

Creatives Against Covid-19 was the creative collaboration between Shauna Buckley, Emma Conway, Sarah Doyle, Ryan Kavanagh, Fuchsia MacAree, Rory Simms and The Project Twins and was originated by the Richards Dee creative agency.

The campaign called on the creative industry to design and donate inspiring posters of optimism, resilience, and hope. The posters were made available to download or buy in print, with all funds donated in equal part to Women's Aid and Childline. This resulted in €116,500 being raised in aid of Childline. We would like to thank all involved for bringing this inspirational project to life.

### An Post 'Send Love' Campaign

ISPCC Childline was delighted to work with An Post on the 'Send Love' stamps campaign which raised €75,000, which was donated in equal parts to for Childline and Women's Aid. We would like to thank all An Post customers who got behind this campaign and made it such a success.

### Ambassador Support

Another great initiative was fronted by some of our ambassadors including Amy Huberman, Roz Purcell, Pippa O'Connor and Rob Kearney. This group of ambassadors and influencers encouraged their online followers to donate €5 to Childline to be in with a chance to win amazing prizes, such as a weekend in Ashford Castle, Europe Hotel, Powerscourt Hotel, Mount Juliet, Lough Eske and Kelly's Resort Hotel.

We would like to extend our sincerest thanks to all of the magnificent hotels who donated such fantastic prizes, to our ambassadors for reaching out to their audiences and to every individual who donated – thanks to your combined efforts, an outstanding €90,000 was raised.

### Cooking with Katy

Gougane Barra Hotel in West Cork had the novel idea of creating a 'Cooking with Katy' e-book to support Childline during COVID-19. This fantastic initiative raised thousands for the service. We extend many thanks to Katy and Neil Lucey for their support.

### Community Support

So many individuals showed us outstanding support during the pandemic. Young and old took on virtual fundraising challenges, added an extra 1,000 steps to their day, ran marathons in their estates, did a mini-marathon every day for months, held Zoom quizzes, shaved heads, kicked over one million solos, got soaked with ice water, worked out at home and in their garden, cycled so many kilometres and told every young person in Ireland that there was always someone to listen to them in Childline during COVID-19 times and beyond.

While it is impossible to name you individually, please know that your combined efforts will never be forgotten. You inspired us every day with your commitment and energy to support Childline at this challenging time.

### Autumn Newsletter

Our Autumn Newsletter gave us the opportunity to thank new and existing donors for their support during such uncertain times and to highlight how impactful the funds raised from our Emergency Appeal were to our services.

## **1.3 People and Transformation**

At the ISPCC, our people strategy is deeply embedded in the pillars of our overall new organisational strategy.

In this period, we worked from the position that change is required in order for the organisation to achieve its ambitions.

A number of key appointments and changes were made over the course of the year.

A HR Manager role was replaced by a new Head of People and Transformation role, a senior leadership role. The remit of this role is wider to reflect the transformation required to ensure the organisation is optimally resourced to deliver on its vision. A new Head of People and Transformation joined the organisation and Senior Leadership Team in January 2020.

Firmly based on the business partnering model, our people function partners with the business leaders to empower them to have the greatest impact within the organisation.

At the end of September 2020, the ISPCC's average employee numbers were 75.2 Full-Time Equivalent (FTE) versus 76.6 FTE in 2019. Employees are based at locations across the country including Dublin, Drogheda, Castlebar, Limerick, Cork, Galway, Cavan, Monaghan, Clare and Wicklow.

A number of key areas were identified during the strategic planning process. These are core to the ISPCC's people strategy.

### ➤ **Inspiring Leadership Across the Organisation**

Through developing our people to be the best they can be, our organisation is developing our leaders of tomorrow.

In 2020, we invested in leadership development using Insights Discovery Tools – building self-awareness to understand ourselves as individuals and to make the most of the relationships which affect the workplace. Virtual workshops were delivered to the leadership teams and this journey was kept alive throughout the year through our language and behaviours.

To empower our leaders, our people strategy uses a coaching approach – enabling leaders to be equipped to translate clarity from ambiguity. Building our coaching culture will take time. Several active coaching relationships were developed and diary dates were secured for 2021 for further leadership development topics.

As a consequence of the Covid-19 pandemic, many learning opportunities were available virtually. Our teams availed of learning opportunities in MS Teams, project management, digital fundraising, wellbeing, lead worker training (COVID) and trauma-informed care among many other areas. In the ISPCC, learning and development is linked to our overall strategic ambitions and we actively encourage a self-directed approach to support employees take the time they need to attend conferences, webinars, and learning events.

➤ **‘Line of One’ with a shared purpose**

Organisational employee survey results in 2020 were very positive and demonstrated that the team is united behind the vision and purpose for the ISPCC.

Attracting top talent into the ISPCC is key.

A new Director of Fundraising and Development was recruited and joined the organisation in November 2020.

Other key roles recruited in 2020 included: a Digital Marketing Executive, a Donor Care Coordinator and a Corporate Fundraising Manager. In total, 24 colleagues joined the ISPCC during the Covid-19 pandemic in 2020.

From a volunteering perspective, we recruited and on-boarded 151 volunteers nationally and 82 per cent of those went online, providing our frontline Childline services nationally.

Our induction and learning programmes had to be delivered virtually. As an organisation, we were fortunate to be in a position to be ready ahead of Covid, with our digital solutions (primarily MS Teams) contributing to making digital learning and on-boarding possible.

The People team digitised some of the core processes and developed electronic files for all current employees in this period, as well as developing a new digital system for booking annual leave to go live on 1<sup>st</sup> January 2021.

➤ **Highly-Engaged People**

The organisation regularly surveyed employees and volunteers across the country for feedback and elicited extremely positive results. An employee survey showed the ISPCC’s highest ever levels of employee engagement, at 82 per cent.

In addition, a COVID survey was conducted nationally and received positive feedback from teams across the country – particularly in terms of the measures put in place to keep Childline units and offices safe.

As many of our teams had to work from home during this period, employees were consulted as to what they wished to see with regards to increased flexibility and their vision for a return to work post-COVID.

The team continued to work on making employee benefits more competitive.

Across the country, work progressed on developing action planning in organisational teams. Employees were updated at regular Virtual Town Hall gatherings.

Testament to the ISPCC’s dedicated volunteers and employees, all Childline units were enabled to remain open at a time when engagements from children increased. Our listening service remained available 24/7 throughout.

A Volunteering survey had 149 respondents and yielded extremely positive results. Teams began working through the survey results in each region to develop living and breathing action plans and develop the organisation’s new Volunteer Strategy.

In 2019 we held our National Volunteer Recognition Event in Athlone. This was a very successful and fun event with over 150 volunteers and employees in attendance. The event (VRE) is an annual opportunity to bring together our wonderful team of volunteers and recognise and show appreciation for the worthy work of all our volunteers across the country. A big part of this annual event is announcing our National Award winners, Volunteer of the Year and Volunteer Team of the Year.

➤ **Our wellbeing and staying connected apart**

The People and Transformation team spent time exploring ways to involve teams across the country. This year, it was critically important to remain connected while apart. Among the initiatives which took place were a 12-week National Step Challenge, the formation of cross-functional working groups such as the Covid Task Force, quarterly Virtual Town Hall events and regular team check-ins.

Each week, Chief Executive John Church continued to share weekly emails (incorporating organisational news and updates) with all employees, volunteers and ISPC board members. The People section featured wellbeing focus topics, Covid updates, people moves and appointments as well as recognising employees and teams for outstanding work. Work progressed on the ISPC's new Intranet – which will provide a key portal where our people across the country can stay connected and keep in touch with updates.

The organisation continued to encourage flexibility in how teams work, with Covid presenting an opportunity to extend that offering.

➤ **Performance and Focus Across the Organisation**

The organisation identified the need for a new strategic role in this period and worked on recruiting a Data Analyst Role. It was recognised that, in order to achieve our ambition, it is essential that employees are aware of what our data has to tell us.

Adopting more of a data-led approach to help inform our decisions and focus is key to enable each and every individual within the ISPC to focus on performance.

## **1.4 Policy: Influencing Change**

The focus of the ISPCC's policy work has always been to ensure that the laws, policies, systems, services and structures, along with the bodies charged with delivering them, impact positively and meaningfully on a child's life. Where this is not the case, the ISPCC uses its voice to champion change.

The ISPCC is unique in terms of the volume of children and young people who engage with its Childline Listening Service. These children and young people speak freely about how they are experiencing life: what's going well and what's not going well. These insights – shared through the approximately 800 contacts the services receive on a daily basis – allow the organisation to gain a picture in real time of what life is like for children in Ireland, at any point.

The ISPCC uses these insights and works collaboratively with its wider services' teams to build an understanding of the policy needs of these children. Effecting any type of change can be a long road before a desired outcome is achieved.

### **Overview**

Early 2020 saw the dissolution of the Dáil and a subsequent general election called. Government formation took longer than expected due to the outcome of the election results. The ISPCC engaged with sector colleagues in an active campaign to retain the Department of Children and Youth Affairs when there was cause for concern in relation to its potential disbandment. The Department was retained – and enhanced – taking on the equality, integration and disability portfolios under Minister Roderic O'Gorman and Minister of State Anne Rabbitte.

Limited resources led the organisation to work in areas in which it believes it can make the most impact and difference to children's lives. In this time period its main focus was on online safety, while contributing to submissions in other areas when possible. These additional areas included the review of the Child Care Act 1991 and the review of the operation of Part IV of the Sexual Offences Act 2017.

There was mixed progress on the ISPCC's core policy areas of online safety, child protection and mental health. The ISPCC was grateful for the opportunity to give evidence to Joint Oireachtas Committees to inform their discussions on online harassment and harmful communications and on mental health. In these sessions, the ISPCC shared the lived experiences of the children it works with and how enhanced laws and policies in these areas were long overdue.

### **National Advisory Council on Better Outcomes, Brighter Futures**

The ISPCC is honoured to have a seat on the National Advisory Council on Better Outcomes, Brighter Futures, the National Policy Framework on Children and Young People. The role of the Council is to monitor the implementation of the framework and to promote its transformational goals and better outcomes, where possible. The Advisory Council's members represent the early years, children and youth sectors, along with independent experts.

### **National Advisory Council for Online Safety**

The ISPCC is delighted to have a seat on the National Advisory Council for Online Safety. The Council acts as a forum for non-governmental, industry, and academic stakeholders to discuss online safety issues. The role of the Council is to provide advice to Government on online safety issues, informed by emerging and evolving issues along with national and international research.

## **Our Policy Work in the Media**

As ever we are grateful to the print, online and broadcasting media outlets – both national and regional / local – which covered our policy work during this year. Bringing national policy issues into the homes of people in every corner of the country is important to us and we recognise the important role the media community has in supporting this.

## **Children’s Rights Alliance Membership**

The ISPCC is a proud and active member of the Children’s Rights Alliance. This membership affords the ISPCC an opportunity to work collaboratively with other members on issues of similar interest, where convened by the Alliance.

Highlighting online safety issues on Safer Internet Day 2020, sharing experiences in relation to Covid-19 and campaigning to retain the Department of Children and Youth Affairs are examples of how the ISPCC used its membership of the Alliance to collaborate with members to effect change.

## **Online Safety and Resilience**

The impact of the ISPCC’s online safety work is slowly coming to fruition since it was adopted as a core policy area of work in 2015/2016.

In October 2019 the ISPCC was invited to give evidence before the Joint Oireachtas Committee on Justice and Equality. The purpose of this meeting was to begin a series of engagements on the issue of online harassment and harmful communications being undertaken by the committee. The ISPCC shared the outcomes of research it commissioned in 2018 with the support of the Vodafone Ireland Foundation that found that almost half of children aged six to 18 years old responded to being always online. The case of a 16-year-old girl who contacted Childline was shared with the committee. This girl had sent images to a former boyfriend, who then shared them with others without her permission. With these images now circulating widely, this girl told Childline she could not face going back to school and was contemplating suicide. This was just one case example of many shared with the committee to highlight the issue of non-consensual sharing of imagery online, sometimes with the intention to harass and/or cyberbully. The work of the committee was to inform a broader piece of work on the regulation of harmful content online.

The ISPCC welcomed the publication of the General Scheme of the *Online Safety and Media Regulation Bill 2019* in early January 2020. Children’s online safety has and continues to be a core policy priority for the ISPCC. A key aim of the legislation is to establish an Online Safety Commissioner. This policy ask has been championed by the ISPCC since such an office was first recommended by the Law Reform Commission in its 2016 report on *Harmful Communications and Digital Safety*.

In recognising the global nature that online safety policy solutions and responses requires the ISPCC continued to build alliances with colleagues in Europe to strengthen input into and strengthen policy responses at EU level. This is particularly pertinent in the fight against the heinous crime of child sexual abuse online.

The ISPCC inputted into the European Commission’s Digital Services Act package public consultation - a broad consultation focusing on safety online, reviewing the liability regime and other emerging issues and opportunities.

The ISPCC continued to have the support of its Online Safety Advisory Group and would like to take this opportunity to thank them for their invaluable support and insights they afford us on this matter.

With plans afoot for the Broadcasting Authority of Ireland to take up the role of the new Media Commission as purposed by the *Online Safety and Media Regulation Bill*, the ISPCC had a meaningful engagement with the Authority and put forward its thoughts and hopes for the new Commission, and in particular the Online Safety Commissioner and how it must meet the needs of children.

## **Mental Health**

The ISPCC was grateful to have the opportunity to give evidence to the Joint Oireachtas Committee on Children and Youth Affairs on the topic of youth mental health in October 2019.

The invitation to do so presented a chance to share with the committee insights into our model of service provision which allows children access to support on a 24-hour basis, with active listening at the core.

The ISPCC highlighted how children and young people have been hugely impacted by delays in accessing resources in mental health services in Ireland, at a time when waiting lists for mental health services in the country have been at an all-time high.

While the implementation of the Youth Mental Health Pathfinder initiative ought to help ensure children's voices are heard, the ISPCC stated that progress had been slow in this regard. The initiative is yet to be commenced by Government.

The ISPCC suggested to the committee that it consider the need for a 24/7 CAMHS (Child and Adolescent Mental Health Services) provision, as currently in serious cases involving attempted suicide or self-harm, parents are forced to bring children to accident and emergency departments – a wholly inappropriate setting for any child in distress. In addition, the ISPCC outlined how it was imperative that waiting lists are reduced and adequate resources and staffing for CAMHS are ensured.

## **Covid-19**

This period also saw the global pandemic that was Covid-19 hit Irish shores in early 2020. Schools and childcare facilities became victims when they were ordered to close by An Taoiseach Leo Varadkar on March 12<sup>th</sup>. The mantra soon became that home was the safest place for everyone to be.

Unfortunately, the ISPCC knows only too well that home is not the safest place for some children – including children who are abused, children who experience domestic violence and children whose parents have difficulty coping due to issues with addiction and / or mental health. Concerns almost immediately turned to those vulnerable children, for whom school, childcare facilities and other external supports can be sanctuaries and the places where they are safest.

Referrals to the Child and Family Agency Tusla dropped and the ISPCC took to the airwaves along with colleagues to highlight their concerns and to urge anyone who had a concern about a child to report this to Tusla or An Garda Síochána.

*The ISPCC's commitment to transparency is reflected in its lobbying returns as required by the Regulation of Lobbying Act 2015.*

## **Structure, Management and Governance**

### **Structure**

The Irish Society for the Prevention of Cruelty to Children is a company (Company Registration Number 15958) which was incorporated on 18 January 1956. The company is limited by guarantee, not having a share capital and is governed by a Constitution which was adopted in May 2018, in accordance with the Companies Act 2014. The company is a registered charity under the Charities Act 2009 (Registered Charity Number 20007225) and holds Revenue Commissioners Charitable Status (CHY 5102).

### **Management**

The ISPCC is managed by the Senior Leadership Team, which meets twice per week to discuss and decide on strategy implementation and operational matters. The team consists of the CEO, Director of Services, Director of Finance and IT, Director of People and Transformation, Director of Fundraising and Development, Director of Communications and Marketing and the Risk and Compliance Manager. The CEO is directly responsible to the board, while members of the senior leadership team periodically present updates to the board on their own areas of responsibility.

### **Governance**

The board of the ISPCC, which is responsible for the strategy and overall performance of the organisation, met eleven times this year. Directors additionally participated in three other committees. Our President and Directors' bios and committee involvements are outlined below.

#### **Our President**

##### **Caroline Downey**

Caroline Downey is the President of the ISPCC and was formerly a board member. Caroline has been involved in many facets of the entertainment and music industry for the last 32 years. She is a director of MCD, the largest music promoters in Ireland, which also has holdings in venues and festivals in the UK and Spain. Her main role within the company is producing and management.

Caroline produced the Meteor Irish Music Awards, the Childline Concerts and the Xmas Balls – which combined have raised several million euro for the charity's services over the past 20 years.

Caroline manages the Irish singer-songwriter Hozier and brothers Harry and Alfie from the band Hudson Taylor.

#### **Directors' Biographies**

##### **Declan Hughes, Director and Chair**

Declan Hughes has been a member of the ISPCC board since 2014.

Declan has worked in the technology industry for over 40 years and has spent the last 20 years running I.T. services companies. He is a managing partner and founder of The Grey Matters Network, an organisation which supplies a wide range of consultancy and advisory services to corporates and SMEs.

Declan was appointed Chair in January 2020.

### **Donal Quinn, Director and Honorary Treasurer**

Donal is an accountant and is Chief Executive of a family investment office based in Dublin. Donal has a BA and HDipBS from University College Dublin and also studied International Business at Harvard University. Donal has been a board member of the ISPCC since May 2012 and Honorary Treasurer since 2015.

He is Chair of the organisation's Audit Committee.

### **Mary Forde, Director and Company Secretary**

Mary is a member of the International Protection Appeals Tribunal. A qualified solicitor, Mary trained with a large corporate law firm in Dublin and practiced in their corporate department for a number of years. Mary also worked as legal counsel in two prominent Irish charities.

Mary joined the board of the ISPCC in April 2017 and was later appointed Company Secretary.

### **Paddy Barr, Director**

Paddy is Owner & Managing Partner of Barr Performance Coaching. He has an MBA from University College Dublin and held senior supply chain and procurement management positions in Microsoft, Diageo and British Airways.

His book "The Successful Career Toolkit" – a quick-fire guide to mastering business skills – was published by Kogan Page in Spring 2019.

Paddy joined the board of the ISPCC in July 2016.

### **JP Donnelly, Director**

JP is Chairman and Head of Country at WPP Ireland and he has been Chief Executive of Ogilvy Group Ireland at Ogilvy and Mather Group. He has more than 30 years' experience in advertising.

JP has been a board member of the ISPCC since 2014.

### **Sally Goodwin, Director**

Sally Goodwin is Senior HR Business Partner for change programmes in Bank of Ireland. Sally has been a board member of the ISPCC since 2017.

### **Grace Kelly, Director**

Grace Kelly is Chief Executive of the Anne Sullivan Centre. Grace is a psychologist who has worked with children and young people in the area of child protection and safeguarding for over 30 years. She has been a member of the ISPCC board since 2015.

## **Kevin McHugh, Director**

Kevin is a chartered accountant with 24 years of experience at management board level, covering all aspects of risk management, compliance and governance across multiple businesses in Europe, North America and Australia.

Kevin became a member of the ISPCC board on April 14<sup>th</sup> 2020.

### **(A) Audit Committee**

The Audit Committee is responsible for the oversight of the company's audit and control functions. This includes financial reporting and accounting, external audit, regulatory compliance, the effectiveness of the internal control environment and processes and risk management.

This year the committee have worked to improve the clarity of our disclosures in this annual report, to ensure that this report tells the story of the ISPCC.

The committee was composed of the following members: Donal Quinn (Chairperson), Kevin McHugh (appointed April 2020) and Mark Mulqueen (appointed February 2020, Independent). The committee met three times in 2019/2020.

### **(B) Remuneration Committee**

The Remuneration Committee has responsibility for the negotiation of the Chief Executive's remuneration package and for determining the staff remuneration policy of the organisation. The committee recommends pay and remuneration of the charity's key management personnel to the board.

The board may also delegate to the Remuneration Committee functions in respect of disciplinary and grievance matters concerning the Chief Executive and those senior employees reporting directly to them.

The committee was composed of the following members: Paddy Barr (Chairperson), JP Donnelly and Sally Goodwin. The Remuneration committee met four times in 2019/2020.

### **(C) Nominations and Corporate Governance Committee**

The function of the Nominations and Corporate Governance Committee is to foster and monitor the compliance of the organisation with best practice in relation to corporate governance and to recommend to the board individuals suitable for nomination to the board.

The committee was composed of the following members: Declan Hughes (Chairperson)(appointed January 2020), Mary Forde and Grace Kelly (appointed 2019). The Nominations and Corporate Governance committee met five times in 2019/2020.

**Meeting Attendances 2019/2020**

<b>ATTENDANCES</b>				
<b>Meetings</b>	<b>Board</b>	<b>Audit Committee</b>	<b>Nominations and Corporate Governance committee</b>	<b>Remuneration committee</b>
Declan Hughes Chair	14/14	3/3	4/4	-
Turlough Galvin, Chair, Resigned 31st December 2019	3/3	-	1/1	-
Mary Forde Company Secretary	14/14	-	5/5	-
Donal Quinn	12/14	3/3	-	-
John Paul Donnelly	12/14	-	-	3/4
Grace Kelly	8/14	-	5/5	
Patrick Barr	13/14	-	-	4/4
Sally Goodwin	11/14	-	-	3/4
Noel Kelly resigned 4th December 2019	0/2	-	-	-
Kevin McHugh appointed 14 <sup>th</sup> April 2020	6/6	2/2	-	-
<b>EXTERNAL MEMBERS OF COMMITTEES</b>				
Mark Mulqueen appointed February 2020	-	3/3	-	-

*The above table of attendances does not reflect the additional contribution of board members, who give voluntarily of their time between board meetings to support the Organisation in different ways.*

**Additional Governance Matters**Guidelines, Legislation and Regulations

The ISPCC complies with the Charities Governance Code and the Guidelines for Charitable Organisations Fundraising from the Public, as well as with the following legislation and regulations:

- Children First Act 2015
- Charities Act 2009
- Lobbying Act 2015 / Lobbying Register
- Companies Act 2014
- Central Register of Beneficial Ownership of Companies and Provident Societies (EU (Anti-Money Laundering: Beneficial Ownership of Corporate Entities) Regulations 2019
- Data Protection Act 2018 and GDPR
- Safety, Health and Welfare at Work Acts
- Employment Acts and Equality legislation
- National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 and 2016
- Child Care Act 1991

- Protected Disclosures Act 2014
- Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012

### **Conflicts of Interest**

The ISPCC has a conflict of interest policy in place, which applies to charity trustees and members of the senior leadership team. A register to record any conflicts is also maintained. In order to comply with Irish company law and best practice in good corporate governance, all board members are required to declare in a timely manner any potential conflicts of interest in accordance with the Constitution and the ISPCC Conflicts of Interest Policy. Where appropriate, board members remove themselves from discussions and decisions where a conflict of interest might arise.

### **Recruitment and appointment of new ISPCC trustees**

The board has an approved succession planning policy and has delegated responsibility to the Nominations and Corporate Governance Committee to lead on succession planning. The Nominations and Corporate Governance Committee makes recommendation to the board for appointment of board members.

When considering succession planning or board composition the board of the ISPCC considers:

- The current composition of the board;
- The skills, experience and knowledge currently available to the board from existing charity trustees; and
- The areas of expertise and specific skills which may be beneficial in future.

The board of the ISPCC aims to appoint charity trustees who have the necessary skills to perform their roles and responsibilities. When an ISPCC trustee resigns or their term ends, the board ensures that those who replace them have the requisite skills aligned with the ISPCC's purpose, aims and objectives.

### **Board Diversity**

Recognising that board diversity is important to the board of the ISPCC, the board also considers factors such as gender, age and ethnicity in its succession planning. The board takes into account any practical experience of individuals in the area to which the ISPCC's purpose relates and any special expertise an individual may have in order to ensure the board of the ISPCC gets a wider range of experience and is effective in realising its objectives.

### **Board Induction**

Each incoming board and committee member receives a comprehensive customised induction pack before joining the board or board committee. The induction pack includes the ISPCC Constitution, Governance Policy, Code of Conduct for Charity Trustees, Conflict of Interest Policy and a letter from the Chair outlining relevant duties and responsibilities. Our induction also includes a familiarisation visit to the ISPCC and a meeting with the Chief Executive and members of the senior leadership team.

### **Risk Management**

The ISPCC has a risk management policy in place which is approved by the board. A risk register is maintained and updated regularly. It is used by the leadership team to identify, control, monitor and mitigate risks to our organisation.

The risks are identified by a bottom-up approach, whereby each function reviews the risks in its own area and ranks those risks. The Senior Leadership Team reviews the risks and prioritises the top ten risks for the board. The Audit committee of the board reviews the entire register before presenting to the board.

The ISPCC identifies risks and scores them based on the possible impact and the likelihood of occurrence in each case, taking into consideration the controls which are in place to mitigate the risk.

Risks are rated in terms of:

- Likelihood of occurrence;
- Potential impact if the risk materialises; and
- Controls in place to mitigate the risk.
- The main risks the organisation works to mitigate include:
  - Child protection and welfare;
  - Data protection and data privacy of our clients;
  - Health and Safety;
  - Cyber security; and
  - Fundraising targets not being met.

### **Internal Controls**

The Directors have ultimate responsibility for the effectiveness of the system of internal controls in the ISPCC. The system of internal controls is designed to protect the integrity of the assets and to ensure efficiency of operations. The system prevents losses and helps management maintain effective performance.

They include:

- A three-year strategic plan;
- An annual business plan;
- An annual budget approved by the board;
- A detailed set of policies and procedures;
- Regular review of management accounts and cash flow by the board; and
- Segregation of duties.

### **GDPR**

The ISPCC strives to ensure full compliance with the General Data Protection Regulations and the Data Protection Act 2014. The ISPCC's Risk and Compliance Manager carries out the role of Data Protection Officer for the organisation. The ISPCC reported one data breach to the Data Protection Commissioner this year, which was satisfactorily resolved and closed.

### **Risks and Uncertainties – Going Concern and Covid-19**

The board of the ISPCC has considered the impact on the organisation of the risks and uncertainties associated with the Covid-19 pandemic.

The board is cognisant of the fact that there is considerable uncertainty over future income in the context of the ongoing COVID-19 pandemic. This is particularly the case for certain strands of fundraising income upon which the organisation has relied in the past, such as special events, community fundraising initiatives and corporate donations.

Based on the foregoing, the board has concluded that it is in the best interests of the organisation to seek to retain reserves at a level of six months' operational costs as per the budget for the current year in order to safeguard the continuity of its service delivery to children and young people.

As at the 30th September 2020, the ISPCC had reserves in excess of this policy of €1,105,383 attributable in the main to the success of the Covid-19 emergency appeal. The ISPCC intend to use this surplus to underpin our fundraising efforts and to continue to invest in our digital transformation program as described in our strategy.

2021 is expected to be a challenging year in terms of income generation and it is the intention of the ISPCC not only to maintain its service level but to grow in line with its strategy. The board regularly monitors cashflow for the organisation and reviews the organisation's financial position at each board meeting.

In March 2020, in compliance with health and safety advice, the ISPCC moved to remote and working-from-home arrangements for all employees who were not deemed essential frontline workers for the ISPCC.

Childline employees and volunteers were deemed essential workers and protocols were put in place to ensure that they carried declarations of their status and to ensure their health and safety while in our Childline units.

Childline Therapeutic Support Services moved to online delivery at this time.

A successful special fundraising appeal was held to raise funds for the organisation immediately following the introduction in Ireland of restrictions associated with the Covid-19 pandemic. This appeal is further discussed in the Chief Executive's foreword and Fundraising and Business Development Directors' report.

## **Vetting**

The ISPCC has in place processes and procedures to ensure compliance with the National Vetting Bureau (Children and Vulnerable Persons Act 2012). Additionally, all employees and board members and relevant contractors are Garda vetted before engaging with the ISPCC.

## **Health, Safety and Wellness**

Health, safety and wellness is embedded in our organisational practices. We continue to enhance our health, safety and wellness protocols throughout the ISPCC. Our health, safety and wellness team meets throughout the year to monitor and pro-actively manage health, safety and welfare in the ISPCC. As part of our employee wellness programme, we have an Employment Assistance Programme which is available for all employees on a supportive and confidential basis.

## **New Health and Safety Protocols in Response to Covid-19**

In May 2020 the Senior Leadership Team set up a Covid-19 Taskforce in line with HSE and Health and Safety Authority guidelines. The taskforce was formed with representatives from each of the Childline units and functions across the country. The taskforce is an autonomous group and its remit includes making best practices operational and making budgetary recommendations to the Senior Leadership Team.

The terms of reference for the taskforce include:

- To work collaboratively with the employer to assist in the implementation of measures and monitor adherence to the measures to prevent the spread of the Covid-19 virus;
- To ensure that the measures are strictly adhered to in the workplace to prevent the spread of the virus; and
- To implement new protocols, training and practices for all employees and volunteers.

## Stakeholder Engagement

<b>Our Internal Stakeholders</b>	<b>Our Key Methods of Engagement</b>
<b>Employees</b>	Twice per week Senior Leadership Team meetings Quarterly 'Town Hall' all staff meetings Internal departmental communications meetings Weekly updates to all employees from the Chief Executive
<b>Volunteers</b>	Annual Volunteer Recognition Event Volunteer Regional meetings
<b>Board</b>	Regular board meetings Detailed board pack sent in advance of all meetings Individual Senior Leadership member's presentations to the board
<b>Our External Stakeholders</b>	<b>Our Key Methods of Engagement</b>
<b>Children</b>	Childline website; Schools, clubs and community outreaches; Schools and community promotional material; Presence at community events; Children's Advisory Committee, Promotional and advertising campaigns
<b>Families</b>	Through the Childline Therapeutic Support Service Parent Hub on ISPCC website Community outreach and presence at events Social media presence Support Line service
<b>Donors</b>	Direct Mailings Social and traditional media presence Direct communication via our Chief Executive and our fundraising department
<b>Community</b>	ISPCC and Childline digital platforms (web and social) Childline schools, clubs and community outreaches Communication through media coverage Presence at public events
<b>HSE, Tusla</b>	Annual review meetings
<b>Government and Regulatory bodies</b>	The ISPCC has a Policy and Research function dedicated to stakeholder policy matters which affect the ISPCC.  We communicate with all parties including Government Ministers and Department Officials, opposition party Spokespeople, TDs, Senators and MEPs.
<b>Government Structures</b>	The ISPCC is a seat-holder on the National Advisory Council for Online Safety and Better Outcomes, Brighter Futures National Advisory Council
<b>Department of Justice, Cybercrime</b>	Regular engagement with the Department of Justice as the Coordinator of the Irish Safer Internet Centre. The ISPCC's Childline Listening Service acts as the helpline for children in the consortium.
<b>Media</b>	Press releases, media statements and interviews

## **DIRECTORS AND SECRETARY**

The names of the individuals who were directors at any time during the period ended 30 September 2020 are set out below. Unless otherwise indicated they served as directors for the entire period.

Declan Hughes (Chairperson)	Patrick Barr
JP Donnelly	Sally Goodwin
Mary Forde	Donal Quinn
Grace Kelly	Turlough Galvin (Retired 1 January 2020)
Kevin McHugh (Appointed 14 April 2020)	Noel Kelly (Resigned 4 <sup>th</sup> December 2019)

## **TRANSACTIONS INVOLVING DIRECTORS**

The company received a donation of €25,000 from the Quinn Family Foundation, a related party by virtue of common director.

There were no further contracts in relation to the affairs of the company in which the directors had any interest, as defined in the Companies Act 2014, at any time during the period ended 30 September 2020.

## **POST BALANCE SHEET EVENTS**

There have been no significant events affecting the company since the period end.

## **ACCOUNTING RECORDS**

The directors are responsible for ensuring that proper books and accounting records, as outlined in Section 281 to 285 of the Companies Act 2014, are kept by the company. The directors have appointed appropriate accounting personnel in order to ensure compliance with those requirements. The books and accounting records of the company are maintained at the company's registered office.

## **DIRECTORS' REPORT**

### **STATEMENT OF RELEVANT AUDIT INFORMATION**

In the case of each of the persons who are directors at the time this report is approved in accordance with section 332 of the Companies Act 2014:

- a) so far as each director is aware, there is no relevant audit information of which the company's statutory auditors are unaware, and
- b) each director has taken all the steps that he or she ought to have taken as a director in order to make himself or herself aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

### **AUDITORS**

Mazars, Chartered Accountants and Statutory Audit Firm, have expressed their willingness to be re-appointed in accordance with Section 383(2) of the Companies Act 2014.

#### **On behalf of the Board of Directors**

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*Donal Quinn*  
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**Donal Quinn**

DocuSigned by:  
*Declan Hughes*  
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**Declan Hughes**

**7<sup>th</sup> May 2021**

## TRUSTEES' RESPONSIBILITIES STATEMENT

The directors are responsible for preparing the directors' report and the financial statements in accordance with applicable Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law, the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council and promulgated by the Institute of Chartered Accountants in Ireland. Under the law, the directors must not approve the financial statements unless they are satisfied they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end and of the net income or expenditure of the company for the financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reason for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and net income or expenditure of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in the Republic of Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### On behalf of the Board of Directors

**Donal Quinn**

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**Declan Hughes**

7<sup>th</sup> May 2021

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**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
THE IRISH SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN**

**Report on the audit of the financial statements**

***Opinion***

We have audited the financial statements of The Irish Society for the Prevention of Cruelty to Children ('the company') for the year ended 30 September 2020 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including the summary of significant accounting policies set out in note 3. The financial reporting framework that has been applied in their preparation is the Companies Act 2014 and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland issued in the United Kingdom by the Financial Reporting Council (FRS 102).

In our opinion the accompanying financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 30 September 2020 and of its net income for the year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

***Basis for opinion***

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

We are independent of the company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***Conclusions relating to going concern***

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
THE IRISH SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN**

***Other information***

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

***Opinions on other matters prescribed by the Companies Act 2014***

In our opinion, based on the work undertaken in the course of the audit, we report that:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements;
- the directors' report has been prepared in accordance with applicable legal requirements;
- the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited; and
- the financial statements are in agreement with the accounting records.

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

***Matters on which we are required to report by exception***

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified any material misstatements in the directors' report.

The Companies Act 2014 requires us to report to you if, in our opinion, the requirements of any of Sections 305 to 312 of the Act, which relate to disclosures of directors' remuneration and transactions are not complied with by the company. We have nothing to report in this regard.

**Respective responsibilities**

***Responsibilities of directors for the financial statements***

As explained more fully in the directors' responsibilities statement out on page 56, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
THE IRISH SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN**

***Responsibilities of directors for the financial statements (continued)***

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.

***Auditor's responsibilities for the audit of the financial statements***

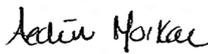
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Irish Auditing and Accounting Supervisory Authority's website at: [http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description\\_of\\_auditors\\_responsibilities\\_for\\_audit.pdf](http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf). This description forms part of our auditor's report.

**The purpose of our audit work and to whom we owe our responsibilities**

Our report is made solely to the company's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:



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**Aedín Morkan**  
**for and on behalf of Mazars**  
**Chartered Accountants & Statutory Audit Firm**  
**Harcourt Centre,**  
**Block 3**  
**Harcourt Road**  
**Dublin 2**

**7<sup>th</sup> May 2021**

**STATEMENT OF FINANCIAL ACTIVITIES**

	Notes	Year ended 30 September 2020			Year ended 30 September 2019		
		Restricted Funds €	Unrestricted Funds €	Total €	Restricted Funds €	Unrestricted Funds €	Total €
<b>Income and endowments from:</b>							
Donations and legacies	5	-	4,080,625	4,080,625	-	3,601,157	3,601,157
Charitable activities	5	422,000	1,798,536	2,220,536	358,000	1,379,058	1,737,058
Other trading activities		-	90,054	90,054	-	262,590	262,590
Investments		-	910	910	-	444	444
Total income and endowments		<u>422,000</u>	<u>5,970,125</u>	<u>6,392,125</u>	<u>358,000</u>	<u>5,243,249</u>	<u>5,601,249</u>
<b>Expenditure on:</b>							
Charitable activities	6	1,150	3,898,528	3,899,678	54,852	3,915,317	3,970,169
Raising funds	6	-	782,807	782,807	-	981,905	981,905
Other	6	<u>154,992</u>	<u>53,193</u>	<u>208,185</u>	<u>84,641</u>	<u>45,974</u>	<u>130,615</u>
Total expenditure	6	<u>156,142</u>	<u>4,734,528</u>	<u>4,890,670</u>	<u>139,493</u>	<u>4,943,196</u>	<u>5,082,689</u>
<b>Net income</b>	7	265,858	1,235,597	1,501,455	218,507	300,053	518,560
<b>Total funds brought forward</b>	15	<u>692,308</u>	<u>4,645,918</u>	<u>5,338,226</u>	<u>473,801</u>	<u>4,345,865</u>	<u>4,819,666</u>
<b>Total funds carried forward</b>	15	<u>958,166</u>	<u>5,881,515</u>	<u>6,839,681</u>	<u>692,308</u>	<u>4,645,918</u>	<u>5,338,226</u>

There were no other recognised gains or losses in the current or prior year other than those included in the Statement of Financial Activities. All income and expenditure derive from continuing activities. The notes on pages 64 - 80 form part of these financial statements.

**STATEMENT OF FINANCIAL POSITION**

	Notes	30 September 2020 €	30 September 2019 €
<b>FIXED ASSETS</b>			
Tangible assets	11	3,046,921	3,218,034
Financial assets	12	<u>13,939</u>	<u>13,939</u>
		<u>3,060,860</u>	<u>3,231,973</u>
<b>CURRENT ASSETS</b>			
Debtors	13	823,139	494,178
Cash and cash equivalents		<u>3,414,802</u>	<u>1,994,460</u>
		4,237,941	2,488,638
<b>CREDITORS</b>			
Amounts falling due within one year	14	<u>(459,120)</u>	<u>(382,385)</u>
<b>NET CURRENT ASSETS</b>		<u>3,778,821</u>	<u>2,106,253</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>6,839,681</u>	<u>5,338,226</u>
<b>THE FUNDS OF THE CHARITY</b>			
Unrestricted funds	16	5,881,515	4,645,918
Restricted funds	16	<u>958,166</u>	<u>692,308</u>
		<u>6,839,681</u>	<u>5,338,226</u>

The notes on pages 64 – 80 form part of these financial statements

**On behalf of the Board of Directors**

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 Donal Quinn  
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 Declan Hughes  
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**7<sup>th</sup> May 2021**

## STATEMENT OF CASH FLOWS

	Notes	Year ended 30 September 2020 €	Year ended 30 September 2019 €
<b>Cash flows from operating activities</b>			
Net income		1,501,455	518,560
Adjustments for:			
Depreciation	11	208,185	130,615
Net loss on sale of tangible assets		-	32
Investment income		(910)	(444)
Movement in debtors		(328,961)	71,304
Movement in creditors		<u>76,735</u>	<u>(156,639)</u>
<b>Net cash inflow from operating activities</b>		<u>1,456,504</u>	<u>563,428</u>
<b>Cash flow from financing activity</b>			
Investment income received		<u>910</u>	<u>444</u>
<b>Cash flow from investing activity</b>			
Acquisition of tangible assets		<u>(37,072)</u>	<u>(397,346)</u>
<b>Net increase in cash &amp; cash equivalents</b>		1,420,342	166,526
<b>Cash and cash equivalents at the beginning of the year</b>		<u>1,994,460</u>	<u>1,827,934</u>
<b>Cash and cash equivalents at the end of the year</b>		<u>3,414,802</u>	<u>1,994,460</u>

## NOTES TO THE FINANCIAL STATEMENTS

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### 1. GENERAL INFORMATION

These financial statements comprising the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and the related notes constitute the individual financial statements of The Irish Society for the Prevention of Cruelty to Children for the financial year ended 30 September 2020.

The Irish Society for the Prevention of Cruelty to Children is a private company limited by guarantee, incorporated in the Republic of Ireland. The registered office and principal place of business is 29 Baggot Street, Dublin 2. The nature of the company's operations and its principal activities are set out in the Directors' Report. The company is a public benefit entity and a registered charity.

### 2. STATEMENT OF COMPLIANCE

The financial statements have been prepared in accordance with Financial Reporting Standard 102 "The Financial Reporting Standard Applicable in the UK and Republic of Ireland" ("FRS 102") and the Companies Act 2014. The financial statements have also been prepared in accordance with Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities".

### 3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

#### *a) Basis of preparation*

The financial statements have been prepared in accordance with Financial Reporting Standard 102 "The Financial Reporting Standard Applicable in the UK and Republic of Ireland" ("FRS 102") and the Companies Act 2014. The financial statements have also been prepared in accordance with Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" as published by the Charity Commission for England and Wales, the Charity Commission for Northern Ireland and the Office of the Scottish Charity Regulator who are recognised by the UK Financial Reporting Council (FRC) as the appropriate body to issue SORPs for the charity sector in the UK. Financial reporting in line with SORP is considered best practice for charities in Ireland. As permitted by section 291(3)(4) of the Companies Act 2014, the company has varied the standard formats specified in that Act for the Statement of Financial Activities, the Balance Sheet and the Cash Flow Statement. Departures from the standard formats, as outlined in the Companies Act 2014, are to comply with the requirements of the Charities SORP and are in compliance with Sections 4.7, 10.6 and 15.2 of that SORP. The directors consider that the adoption of the SORP requirements is the most appropriate accounting to properly reflect and disclose the activities of the organisation. The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

## NOTES TO THE FINANCIAL STATEMENTS

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### 3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (*continued*)

#### *b) Investment income*

Interest on funds held on deposit is included when receivable and the amount can be measured reliably.

#### *c) Income*

Income from statutory bodies is included in the financial statements on the basis of amounts received and receivable.

Public authority and other grants, being contributions towards the operating expenditure are accounted for using the performance model by crediting the statement of financial activities in the period in which the services are delivered.

Voluntary income including donations, gifts and legacies are recognised where there is entitlement, receipt is probable, and the amount can be measured with sufficient reliability. Monetary donations are recognised when the donations are received. Income arising from legacies is recognised when it becomes probable that funds will be received (i.e. where there is a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached are within the control of the company). Such income is only deferred when: the donor specifies that the grant or donation must only be used in future accounting periods; or the donors have imposed conditions which must be met before the charity has unconditional entitlement.

Grants received towards capital expenditure are credited to the statement of financial activities when received or receivable, whichever is earlier, subject to performance related conditions being met, unless they relate to a specific future period in which case they are deferred.

Grants are recognised when there is evidence of entitlement and their receipt is probable.

Income is analysed as Restricted or Unrestricted. Restricted funds represent income recognised in the financial statements, which is subject to specific conditions imposed by the donors or grant making institutions. Unrestricted funds represent amounts which are expendable at the discretion of the company, in furtherance of the objectives of the company. Such funds may be held in order to finance working capital or capital investment.

#### *d) Donated services and facilities*

Where services are provided to the charity as a donation that would normally be purchased from our suppliers, this contribution is included in the financial statements at an estimate based on the value of the contribution to the charity.

## NOTES TO THE FINANCIAL STATEMENTS

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### 3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (*continued*)

#### *e) Expenditure*

Expenditure is recognised when a liability is incurred.

Expenditure is analysed between charitable activities, fundraising and other on the following basis:

- Expenditure under the heading of charitable activities consists of all expenditure directly related to the provision of services and allocated support costs and overheads.
- Expenditure under the heading of fundraising consists of all expenditure related to the raising of funds together with allocated support costs and overheads
- Expenditure under the heading of other consists of depreciation.

Support costs arise from those functions that assist the work of the charity but do not directly relate to charitable activities or fundraising. Support costs include finance, IT, and governance costs which support the company's activities. Support costs are allocated on an estimated usage basis.

#### *f) Employee benefits*

The company provides a range of benefits to employees, including paid holiday arrangements and pension entitlements.

##### *Short term benefits*

Short term benefits, including holiday pay and other similar non-monetary benefits, are recognised as an expense in the period in which the service is received. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the end of the financial year.

##### *Pension*

Staff who joined the ISPCC pre 2013 and who met the criteria for membership, are affiliated to the Nominated Health Agencies Superannuation Scheme (NHASS), a public service multi-employer contributory scheme. This scheme is a defined benefit scheme and in common with most other State schemes is non-funded with benefits being met on a "pay-as-you-go" basis. Any and all liabilities with this scheme sits with the State.

All other staff are offered membership to a PRSA provided by Zurich.

## NOTES TO THE FINANCIAL STATEMENTS

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### 3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (*continued*)

#### *f) Foreign currencies*

##### *Functional currency and presentation currency*

The financial statements are measured and presented in the currency of the primary economic environment in which the entity operates (its functional currency). The financial statements are presented in Euro ("€") which is also the functional currency of the company.

#### *g) Taxation and deferred taxation*

The entity is a registered charity (number 20007225). All its activities are exempt from corporation taxation.

#### *h) Tangible fixed assets and depreciation*

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation. Cost includes the original purchase price and costs directly attributable to bringing the asset to its working condition for its intended use in accordance with FRS102.

##### *Freehold properties*

Freehold properties are stated at deemed cost less accumulated depreciation. The company previously adopted a policy of stating freehold properties at cost less any subsequent depreciation. The company obtained a valuation at 1 January 2014 and this valuation is being used as the deemed cost going forward in accordance with FRS102.

##### *Depreciation*

A full year's depreciation is charged in the year of acquisition with none in the year of disposal. Depreciation is provided on a straight-line basis at the rates stated below, which are estimated to reduce the assets to realisable values by the end of their expected working lives.

	<b>Rate %</b>
Freehold and leasehold properties	1%
Leasehold premises	Depreciated over terms of lease
Fixtures and fittings	10%
Computer equipment	33%
Vodafone platform	20%

These rates are applied to the cost in each class of fixed asset.

##### *Derecognition*

Tangible fixed assets are derecognised on disposal or when no future economic benefits are expected. On disposal, the difference between the net disposal proceeds and the carrying amount is recognised in the Statement of Financial Activities.

## NOTES TO THE FINANCIAL STATEMENTS

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### 3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (*continued*)

#### *i) Financial assets*

Financial assets comprising equities are stated at market value, determined by using the mid-market price of the equities at the financial year end date.

#### *j) Operating leases*

Operating lease payments are charged to the Statement of Financial Activities in the period to which they relate.

#### *k) Cash and cash equivalents*

Cash consists of cash on hand and demand deposits. Cash equivalents consist of short term highly liquid investments that are readily convertible to known amounts of cash that are subject to an insignificant risk of change in value.

#### *l) Financial instruments*

##### *Financial assets*

Basic financial assets, including debtors and cash and bank balances are initially recognised at transaction price, unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Such assets are subsequently carried at amortised cost using the effective interest method.

At the end of each reporting period, financial assets measured at amortised cost are assessed for objective evidence of impairment. If an asset is impaired the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in profit or loss.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised the impairment loss is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been had the impairment not previously been recognised. The impairment reversal is recognised in income or expenditure.

Financial assets are derecognised when the contractual rights to the cash flows from the asset expire or are settled; or substantially all the risks and rewards of the ownership of the asset are transferred to another party; or control of the asset has been transferred to another party who has the practical ability to unilaterally sell the asset to an unrelated third party without imposing additional restrictions on transfer.

## NOTES TO THE FINANCIAL STATEMENTS

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### 3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (*continued*)

#### *m) Financial instruments (continued)*

##### *Financial liabilities*

Basic financial liabilities, including creditors, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Creditors are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Financial liabilities are derecognised when the liability is extinguished, that is when the contractual obligation is discharged, cancelled or expires.

##### *Offsetting*

Financial assets and liabilities are offset, and the net amounts presented in the financial statements when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle to liability simultaneously.

#### *m) Provisions and contingencies*

##### *Provisions*

Provisions are recognised when the company has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount of the obligation can be estimated reliably.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. A provision is recognised even if the likelihood of an outflow with respect to any one item included in the same class of obligations may be small.

##### *Contingencies*

Contingent liabilities, arising as a result of past events, are recognised when it is probable that there will be an outflow of resources and the amount can be reliably measured at the reporting date. Contingent liabilities are disclosed in the financial statements unless the probability of an outflow of resources is remote.

Contingent assets are not recognised. Contingent assets are disclosed in the financial statements when an inflow of economic benefits is probable.

## NOTES TO THE FINANCIAL STATEMENTS

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### 4. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

The company made judgements, estimates and assumptions about the carrying amounts of assets and liabilities that were not readily apparent from other sources in the application of the company's accounting policies. Estimates and judgements are continually evaluated and are based on historical experience and other factors that are considered to be reasonable under the circumstances. Actual results may differ from the estimates.

The directors consider the accounting estimates and assumptions below to be its critical accounting estimates and judgements:

**a) *Critical judgments made in applying the company's accounting policy***

*Going Concern*

The directors have prepared budgets and cash flows for a period of at least twelve months from the date of approval of the financial statements which demonstrate that there is no material uncertainty regarding the company's ability to meet its liabilities as they fall due, and to continue as a going concern. The board of the ISPCCC have considered the ongoing impact on the organisation of the Covid19 pandemic and, following their review, they have no concerns about the ability of the ISPCCC to continue in operational existence and they expect the ISPCCC to remain viable and solvent for the foreseeable future, being a period of not less than 12 months post approval of these financial statements. Statutory funding for 2021 has been confirmed and there is nothing to suggest that this won't continue into 2022. The ISPCCC is continuing to review its fundraising strategy and to work hard to minimise risk in terms of income generation. On this basis the directors consider it appropriate to prepare the financial statements on a going concern basis. Accordingly, these financial statements do not include any adjustments to the carrying amounts and classification of assets and liabilities that may arise if the company was unable to continue as a going concern.

**b) *Key sources of estimation uncertainty***

*Useful Lives of Tangible Fixed Assets*

Tangible fixed assets comprise buildings, computer equipment, and fixtures and fittings. The annual depreciation and amortisation charge depend primarily on the estimated lives of each type of asset and, in certain circumstances, estimates of residual values. The directors regularly review these useful lives and change them if necessary, to reflect current conditions. In determining these useful lives management consider technological change, patterns of consumption, physical condition and expected economic utilisation of the assets. Changes in the useful lives can have a significant impact on the depreciation and amortisation charge for the financial period. The net book value of tangible assets subject to depreciation at the financial year end date was €3,047k (2019: €3,218k) (See Note 11).

## NOTES TO THE FINANCIAL STATEMENTS

5. INCOME AND ENDOWMENTS	Year ended 30 September 2020 €	Year ended 30 September 2019 €
<b>a) Donations and legacies</b>		
Donations	3,867,766	3,237,750
Legacies	<u>212,859</u>	<u>363,407</u>
	<u>4,080,625</u>	<u>3,601,157</u>
All income from donations and legacies is unrestricted.		
<b>b) Charitable activities</b>		
<b>Service payments</b>		
TUSLA Dublin	154,399	154,399
TUSLA Galway	27,902	27,901
TUSLA Cork	79,402	64,043
TUSLA Limerick	37,500	37,500
TUSLA Mayo	38,277	38,277
TUSLA Clare	50,000	50,000
TUSLA Louth	67,000	67,000
TUSLA Cork Participation Project	11,500	2,500
TUSLA Parenting Lead Role	34,500	-
TUSLA Cavan & Monaghan	<u>110,000</u>	<u>149,300</u>
	<u>610,480</u>	<u>590,920</u>
<b>Funding from statutory bodies</b>		
National Office for Suicide Prevention HSE	208,592	212,829
DCEDIY* – Monaghan Project	52,384	41,580
DCEDIY – Missing Children	90,456	85,305
Department of Justice – Internet Safety	22,655	7,370
Regional Drug Task Force payments		
– Wicklow RDTF HSE	90,000	90,000
– RDTF NE 13 HSE	50,537	41,000
DCEDIY – Cavan Bounce Back Service	70,417	89,107
QCBI**	-	38,542
DCEDIY - Include Project Cavan Monaghan	31,259	35,286
DCEDIY - Capital grant – Cavan Monaghan	-	6,360
DCEDIY - Youth resilience – Cavan Monaghan ETB	-	12,527
DCEDIY - Emergency funding for Childline re Covid 19	375,000	
Peace Project	-	(1,500)
Project Specific Funding	<u>-</u>	<u>2,820</u>
	<u>991,300</u>	<u>661,226</u>

## NOTES TO THE FINANCIAL STATEMENTS

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### 5. INCOME AND ENDOWMENTS *(continued)*

	Year ended 30 September 2020 €	Year ended 30 September 2019 €
<b>Other charitable income</b>		
– Healthy Ireland Foundation Pobal	58,328	-
– Daffodil Care Foundation	50,000	-
– Other	88,428	126,912
– Vodafone <i>(restricted)</i>	<u>422,000</u>	<u>358,000</u>
	<u>618,756</u>	<u>484,912</u>
<b>Total income from charitable activities</b>	<u><u>2,220,536</u></u>	<u><u>1,737,058</u></u>

\*DCEDIY – Department of Children, Equality, Disability, Integration & Youth,

\*\*QCBI – Quality & Capacity Building Initiative.

All income from charitable activities is unrestricted unless otherwise indicated.

## NOTES TO THE FINANCIAL STATEMENTS

### 6. EXPENDITURE

	Year ended 30 September 2020		
	Restricted	Unrestricted	Total
	funds	funds	
	€	€	€
<b>a) Charitable activities</b>			
Salary costs	-	2,613,571	2,613,571
Direct costs	1,150	1,077,722	1,078,872
Support costs	<u>-</u>	<u>207,235</u>	<u>207,235</u>
	<u>1,150</u>	<u>3,898,528</u>	<u>3,899,678</u>
<b>b) Raising funds</b>			
Salary costs	-	582,601	582,601
Direct costs	-	157,760	157,760
Support costs	<u>-</u>	<u>42,446</u>	<u>42,446</u>
	<u>-</u>	<u>782,807</u>	<u>782,807</u>
<b>c) Other</b>			
Depreciation	<u>154,992</u>	<u>53,193</u>	<u>208,185</u>
<b>Total</b>	<u>156,142</u>	<u>4,734,528</u>	<u>4,890,670</u>
	Year ended 30 September 2019		
	Restricted	Unrestricted	Total
	funds	funds	
	€	€	€
<b>a) Charitable activities</b>			
Salary costs	-	2,523,863	2,523,863
Direct costs	54,852	1,211,620	1,266,472
Support costs	<u>-</u>	<u>179,834</u>	<u>179,834</u>
	<u>54,852</u>	<u>3,915,317</u>	<u>3,970,169</u>
<b>b) Raising funds</b>			
Salary costs	-	673,120	673,120
Direct costs	-	271,951	271,951
Support costs	<u>-</u>	<u>36,834</u>	<u>36,834</u>
	<u>-</u>	<u>981,905</u>	<u>981,905</u>
<b>c) Other</b>			
Depreciation	<u>84,641</u>	<u>45,974</u>	<u>130,615</u>
<b>Total</b>	<u>139,493</u>	<u>4,943,196</u>	<u>5,082,689</u>

## NOTES TO THE FINANCIAL STATEMENTS

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### 6. EXPENDITURE (continued)

#### ALLOCATION OF SUPPORT COSTS

	Year ended 30 September 2020		
	Total	Charitable activities	Raising funds
	€	€	€
Accountancy costs	18,450	15,313	3,137
IT costs	199,758	165,799	33,959
Governance costs	<u>31,473</u>	<u>26,123</u>	<u>5,350</u>
	<u>249,681</u>	<u>207,235</u>	<u>42,446</u>
	Year ended 30 September 2019		
	Total	Charitable activities	Raising funds
	€	€	€
Accountancy costs	15,834	13,142	2,692
IT costs	169,790	140,926	28,864
Governance costs	<u>31,044</u>	<u>25,766</u>	<u>5,278</u>
	<u>216,668</u>	<u>179,834</u>	<u>36,834</u>

## NOTES TO THE FINANCIAL STATEMENTS

7. NET INCOME	Year ended 30 September 2020	Year ended 30 September 2019
	€	€
Net income is stated after charging:		
Auditor's remuneration (inclusive of VAT) – audit services	18,450	18,450
Depreciation	208,185	130,615
Net loss on disposal of fixed assets	-	32
Operating lease payments	<u>237,005</u>	<u>261,539</u>

## 8. TAXATION

The company is a registered charity and is not liable to income taxation or corporation taxation.

9. EMPLOYEES AND REMUNERATION	Year ended 30 September 2020	Year ended 30 September 2019
	€	€
Salaries	2,879,755	2,882,151
Pension	5,000	-
Redundancy costs	6,504	-
Social welfare costs	<u>304,913</u>	<u>314,834</u>
	<u>3,196,172</u>	<u>3,196,985</u>

The average monthly number of salaried persons (including temporary fundraising staff) employed by the company in the year was 92 (2019: 95). An analysis of employee numbers at the year-end is as follows:

	30 September 2020 Number	30 September 2019 Number
Services to children	80	81
Fundraising	11	13
Administration	<u>1</u>	<u>1</u>
	<u>92</u>	<u>95</u>

The company employs sessional staff to provide services only as required. The full-time equivalent staff numbers employed in the year was 75 (2019: 76).

## NOTES TO THE FINANCIAL STATEMENTS

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### 9. EMPLOYEES AND REMUNERATION (*continued*)

Number of employees whose emoluments for the year (including taxable benefits in kind but excluding employer pension costs) fall within the following bands:

	<b>30 September 2020 Number</b>	<b>30 September 2019 Number</b>
€50,001 – €60,000	5	5
€60,001 – €70,000	3	2
€70,001 – €80,000	2	3
€80,001 – €90,000	1	-
€90,001 – €100,000	-	-
€100,001 – €110,000	-	-
€110,001 – €120,000	<u>1</u>	<u>1</u>

#### **Key management compensation:**

The compensation paid to key management personnel (which comprises of the CEO, Director of Services, Director of IT & Finance, Head of Communications and Marketing, Head of People and Transformation and the Risk and Compliance Manager) for the year ended 30 September 2020 for planning, directing and controlling the charity is €503,025 (2019: €434,855).

The annual salary of the CEO is €110,000 and is set by the Remuneration Committee of the board and submitted to the board for approval. In addition, the CEO has an annual car allowance of €10,000 due to the travel involved in the post.

### 10. DIRECTORS' REMUNERATION

No remuneration or other benefits have been paid or are payable to any directors directly or indirectly from the funds of the company.

The total amount of expenses accrued by directors was €Nil (2019: €Nil).

## NOTES TO THE FINANCIAL STATEMENTS

### 11. TANGIBLE ASSETS

	Freehold properties €	Leasehold properties €	Fixtures & fittings €	Computer equipment €	Total €
<b>Cost</b>					
At 30 September 2019	2,611,066	82,650	363,429	1,602,247	4,659,392
Additions	-	-	4,092	32,980	37,072
Disposals	-	-	-	(14,139)	(14,139)
At 30 September 2020	<u>2,611,066</u>	<u>82,650</u>	<u>367,521</u>	<u>1,621,088</u>	<u>4,682,325</u>
<b>Depreciation</b>					
At 30 September 2019	150,064	70,916	323,001	897,377	1,441,358
Charge for the year	26,112	2,436	9,748	169,889	208,185
Disposals	-	-	-	(14,139)	(14,139)
At 30 September 2020	<u>176,176</u>	<u>73,352</u>	<u>332,749</u>	<u>1,053,127</u>	<u>1,635,404</u>
<b>Net book value</b>					
At 30 September 2019	<u>2,461,002</u>	<u>11,734</u>	<u>40,428</u>	<u>704,870</u>	<u>3,218,034</u>
At 30 September 2020	<u>2,434,890</u>	<u>9,298</u>	<u>34,772</u>	<u>567,961</u>	<u>3,046,921</u>

### 12. FINANCIAL ASSETS

	2020 €	2019 €
Balance at beginning of year	<u>13,939</u>	<u>13,939</u>
Balance at end of year	<u>13,939</u>	<u>13,939</u>
<i>Comprised as follows:</i>		
Equities	<u>13,939</u>	<u>13,939</u>

### 13. DEBTORS

	2020 €	2019 €
<b>Amounts falling due within one year</b>		
Debtors and prepayments	<u>823,139</u>	<u>494,178</u>

All debtors are due within one year.

## NOTES TO THE FINANCIAL STATEMENTS

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<b>14. CREDITORS</b>	<b>2020</b>	<b>2019</b>
<b>Amounts falling due within one year</b>	<b>€</b>	<b>€</b>
Trade creditors and accruals	261,297	201,954
Paye/prsi	72,360	67,367
Deferred income (Note 15)	<u>125,463</u>	<u>113,064</u>
	<u>459,120</u>	<u>382,385</u>

### *Trade creditors*

The carrying amounts of creditors approximate their fair value largely due to the short-term maturities and nature of these instruments.

### *Accruals*

The terms of the accruals are based on underlying contracts.

### *Taxes and social welfare costs*

Taxes and social welfare costs are subject to the terms of the relevant legislation. Interest accrues on late payments. No interest was due at the financial year end date.

<b>15. DEFERRED INCOME</b>	<b>2020</b>	<b>2019</b>
	<b>€</b>	<b>€</b>
At 1 January	113,064	66,924
Credited to Statement of Financial Activities	(113,064)	(165,086)
Deferred during the year	<u>125,463</u>	<u>211,226</u>
At 31 December	<u>125,463</u>	<u>113,064</u>

Money received during the year of €125,463 did not meet the criteria for recognition as income and has been deferred to future years.

## NOTES TO THE FINANCIAL STATEMENTS

16. FUNDS OF THE CHARITY	Restricted funds 2020 €	Unrestricted funds 2020 €	Total 2020 €
Balance at beginning of year	692,308	4,645,918	5,338,226
Income for the year	422,000	5,970,125	6,392,125
Expenditure for the year	<u>(156,142)</u>	<u>(4,734,528)</u>	<u>(4,890,670)</u>
Balance at end of year	<u>958,166</u>	<u>5,881,515</u>	<u>6,839,681</u>
Fund balances are represented by:			
Fixed assets	542,453	2,518,407	3,060,860
Current assets	415,713	3,822,228	4,237,941
Current liabilities	<u>-</u>	<u>(459,120)</u>	<u>(459,120)</u>
	<u>958,166</u>	<u>5,881,515</u>	<u>6,839,681</u>
<b>In respect of the prior year</b>	<b>Restricted funds 2019 €</b>	<b>Unrestricted funds 2019 €</b>	<b>Total 2019 €</b>
Balance at beginning of year	473,801	4,345,865	4,819,666
Income for the year	358,000	5,243,249	5,601,249
Expenditure for the year	<u>(139,493)</u>	<u>(4,943,196)</u>	<u>(5,082,689)</u>
Balance at end of year	<u>692,308</u>	<u>4,645,918</u>	<u>5,338,226</u>
Fund balances are represented by:			
Fixed assets	697,445	2,534,528	3,231,973
Current assets	-	2,488,638	2,488,638
Current liabilities	<u>(5,137)</u>	<u>(377,248)</u>	<u>(382,385)</u>
	<u>692,308</u>	<u>4,645,918</u>	<u>5,338,226</u>

## NOTES TO THE FINANCIAL STATEMENTS

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### 17. PENSION SCHEME

Staff who joined the ISPCC pre 2013 and who met the criteria for membership, are affiliated to the Nominated Health Agencies Superannuation Scheme (NHASS), a public service multi-employer contributory scheme. This scheme is a defined benefit scheme and in common with most other State schemes is non-funded with benefits being met on a “pay-as-you-go” basis. Any and all liabilities with this scheme sits with the State.

All other staff are offered membership to a PRSA provided by Zurich.

### 18. COMMITMENTS

The company has a number of lease commitments in relation to properties in the Republic of Ireland. The total future minimum lease payments due under non-cancellable operating leases are as follows:

	<b>2020</b>	<b>2019</b>
	€	€
Due within one year	81,285	110,162
Due between one year and five years	285,648	295,627
Due after five years	<u>174,972</u>	<u>239,894</u>
	<u>541,905</u>	<u>645,683</u>

### 19. RELATED PARTY TRANSACTIONS

The company received a donation of €25,000 from the Quinn Family Foundation, a related party by virtue of common director.

### 20. POST BALANCE SHEET EVENTS

There have been no significant events affecting the company since the period end.

### 21. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the directors on 7<sup>th</sup> May 2021.