

Supporting Children, Strengthening Resilience.

**Annual Report &
Financial Statements**

Year Ended 30 September 2021

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Directors and other information

DIRECTORS AND OTHER INFORMATION

Declan Hughes (Chairperson)
Patrick Barr
JP Donnelly
Sally Goodwin
Mary Forde
Donal Quinn (resigned 28 May 2021)
Grace Kelly
Maureen King (appointed 04 November 2021)
Kevin McHugh

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 Accountants & 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



Chair and CEO's Foreword

We are pleased to present the Annual Report and Financial Statements of ISPCC for the period of October 2020–September 2021.

This was the second year in which the lives of children were acutely impacted by the pandemic. At various points they were cut off from school, from family members and friends and from the sports, activities and milestone moments that can bring great joy to their lives. It is testament to the commitment and child-centred approach of our volunteers and employees across the organisation that our services remained available to every child and young person who sought support throughout this time.

There were many highlights for ISPCC and our Childline suite of services in this period as we continued to progress with our ambition of being there for every child and young person in Ireland – helping to strengthen their resilience and coping capacities no matter what challenges they face. It is vitally important that we ensure children know they have someone trusted they can turn to, regardless of what's on their mind.

We progressed our exciting strategic repositioning of our Childline services. New online services, hybrid delivery of therapeutic interventions and community and schools' programmes were piloted this year and laid the groundwork for significant future impacts. These now form an expanded suite of Childline services and supports which children and young people can access, alongside our 24/7 active listening service.

This period saw us pilot 'Smart Moves', a resilience-building schools programme designed for 6th class and 1st year students and focused on the transition from primary to secondary school. Anxiety continued to be a key presenting issue to our services, and, with this in mind, a number of guided digital

self-care programmes for young people, parents and carers were introduced. These programmes – by Silvercloud, a leading digital mental health provider – include 'Space From Anxiety', 'Supporting an Anxious Teen' and 'Supporting an Anxious Child'.

Our therapeutic support services, traditionally delivered face-to-face, continued to grow with live online video and phone sessions and a hybrid approach delivering positive outcomes.

Next year will see us roll out these programmes and supports more extensively – ensuring children and young people, their parents/carers and their communities have greater access.

Our fundraised income budget for this year was achieved amidst a challenging pandemic context. Cognisant that the external landscape has changed significantly, we also undertook a thorough review of our fundraising strategy. This review prepared us to achieve our ambitious fundraising growth expectations to support our goal of extending our reach to more and more children and young people.

In addition to growing our services and supports for children and young people a new visual identity for ISPCC and Childline was progressed with full roll out to be delivered in the coming year. The change reflects and supports the strategic repositioning of both. Children and young people were pivotal to this work and we thank them most sincerely for sharing their views. We look forward to their continued involvement.

We would like to pay a huge tribute to our team of employees and volunteers who showed exceptional dedication to children and young people in facilitating the continued day-to-day

delivery of our services while the organisation underwent significant changes. As a team we spent the entire year separated due to government restrictions, however we remained steadfastly united in our purpose of being there for every child and young person who needed our support. This required a monumental team effort – from testing our new services, to reinventing our fundraising activities, to keeping everyone safe and well as we continued to be there day and night for those who needed us most. A special thank you must go to our team of committed Childline Listening Service volunteers for the difference they made in the lives of children and young people across Ireland on every shift, despite challenging pandemic circumstances.

We are hugely grateful to everyone who chose to support us at this challenging time and made it possible for us to provide our Childline suite of services to children and young people. The high esteem in which our services are held was reflected in the much-needed generosity which was extended to us by corporate partners, creatives, media outlets, communities and individuals across Ireland who found innovative ways to come together, while staying apart. They helped us raise significant funds to ensure we could remain there for every child and young person, every day and night throughout the year.

We are also very appreciative of the support of the Department of Children, Equality, Disability, Integration and Youth and of Tusla Child and Family Agency 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.

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 ISPCC of the risks and uncertainties associated with the pandemic and reviewed the organisation's financial positioning monthly. This year saw the introduction of a data analytics and accompanying reporting function which embedded a strong ethos of data-driven decision making within the Senior Leadership Team using our powerful Childline data, as well as supporting an enhanced approach to our fundraising.

ISPCC is for children. It advocates on their behalf, to help make Ireland a better place to grow up. Online safety continued to be a primary area of focus for ISPCC in this period. As a member of the National Advisory Council for Online Safety, as well as through our address to the Joint Oireachtas Committee examining the Online Safety and Media Regulation Bill, we contributed to important work in this area to safeguard children.

The last twelve months presented a number of challenges and opportunities for our organisation – chief amongst these the opportunity to continue the implementation of our exciting strategy. Together with the creation of a new fundraising strategy and the development of our fundraising team, we are optimistic that the coming year will continue to bear the fruits of our labour to the benefit of children and young people across the country.

We are grateful to all our colleagues of the board of ISPCC who created time and space to assist, particularly in this challenging period. We are also very grateful to the President of 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 ISPCC, thank you.



Declan Hughes | **Chairman**



John Church | **Chief Executive Officer**

Year at a glance – key impacts



Our Services

Childline Listening Services

Remained open and accessible to every child and young person 24 hours a day, every day – online live chat, phone and text



Answered
192,786
contacts



164,623
calls



20,777
online **live chat**
conversations



7,386
text
conversations

Topics spoken about most often by children and young people turning to Childline for support included:

- Everyday life – hobbies and interests
- Family relationships
- Mental/emotional health
- Sex, relationships and puberty
- Friendship and peer relationships

Childline Therapeutic Support Services



Supported
516
children and families



100%
satisfaction rating achieved

Outreach Activities



Engaged with **4,173** **children and young people**

Childline.ie



61,157
users

Topics accessed most regularly

- Online safety
- Mental and emotional wellbeing
- School
- Sexuality
- Relationships and home and families

New Services

Two new services were developed and made available to children, young people, families and communities nationally:



Smart Moves – Resilience for transition to Secondary School programme

51 primary schools participating
1,874 students from **21** counties



Guided Self-Care Digital Programmes

Space From Anxiety
Supporting an Anxious Child/Teen
159 referrals
96.4% satisfaction rating
was achieved by those who completed the programmes



Childline Services Volunteers

37,924 hours – **9,481** volunteer shifts covered
92% engagement score achieved with volunteers
206 active volunteers
58 new volunteers trained



ISPCC.ie

117,797 users

Testimonies

'You listen to me and I can talk to you about anything and for as long as I need. You help me a lot just by being there.'

Young person who contacted the Childline Listening Service for support

'I'm feeling a lot better. I'm not worrying about things as much and I have been doing everything I can to achieve my goals.'

Young person who took part in Space From Anxiety guided digital self-care programme

'He has coped much better with regulating his emotions and adapting to & accepting change, and seems much happier and more confident.'

Parent of child who was supported by the Childline Therapeutic Support Services

'I had time to forget the stress. It gave me a change of mind. When you are struggling it was very good to have that time.'

Parent of child who took part in the Theraplay group work programme in Mosney

'It helped me understand that not everything is my fault and that it's ok to be different.'

Child who received support from the Childline Therapeutic Support Services

'She has opened up a little more about her feelings and desires. She is much more engaged in family life. She is sleeping much better which had been a big issue for her.'

Parent of young person who was supported by Childline Therapeutic Support Services

Who we are: our purpose, our vision, our goal

ISPCC is a national charity dedicated to enhancing the lives of children and young people; they are at the heart of everything we do. We provide the Childline suite of services.

Our child-centered services, programmes and supports are focused on strengthening resilience and developing coping competencies.

By listening to, supporting and empowering children and young people, we strive to ensure they are better equipped to face life's ups and downs and reach their full potential.

We speak out and advocate for meaningful change that will enhance their lives today and leave a legacy of improved childhood experiences for future generations of children and young people.

Our Purpose

ISPCC is for children and young people. Our purpose is to listen, to empower them, to strengthen their resilience and to 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 strengthen their resilience.

Our Key Goal

That every child and young person who wants to connect with us can, when and where they need to. That Childline is a key service choice for children and young people, where they can access the support that's right for them in the way they feel most comfortable.

Our Values



1. Integrity

Integrity in ISPCC means being honest and being guided by strong ethical principles



2. Passion

Passion in ISPCC is experienced as our determination to enhance children's lives so that they can achieve their potential. We are one team united behind our strong sense of purpose for children.



3. Courage

Courage in ISPCC is empowering our people to do what needs to be done, to stand up to be counted on and take initiative and action, to drive change in the best interest of children.



4. Empathy

Empathy in ISPCC is listening in a non-judgmental way, considering with sensitivity the other persons' perspectives, feelings and values.

Our Strategy Implementation

Central to our 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.

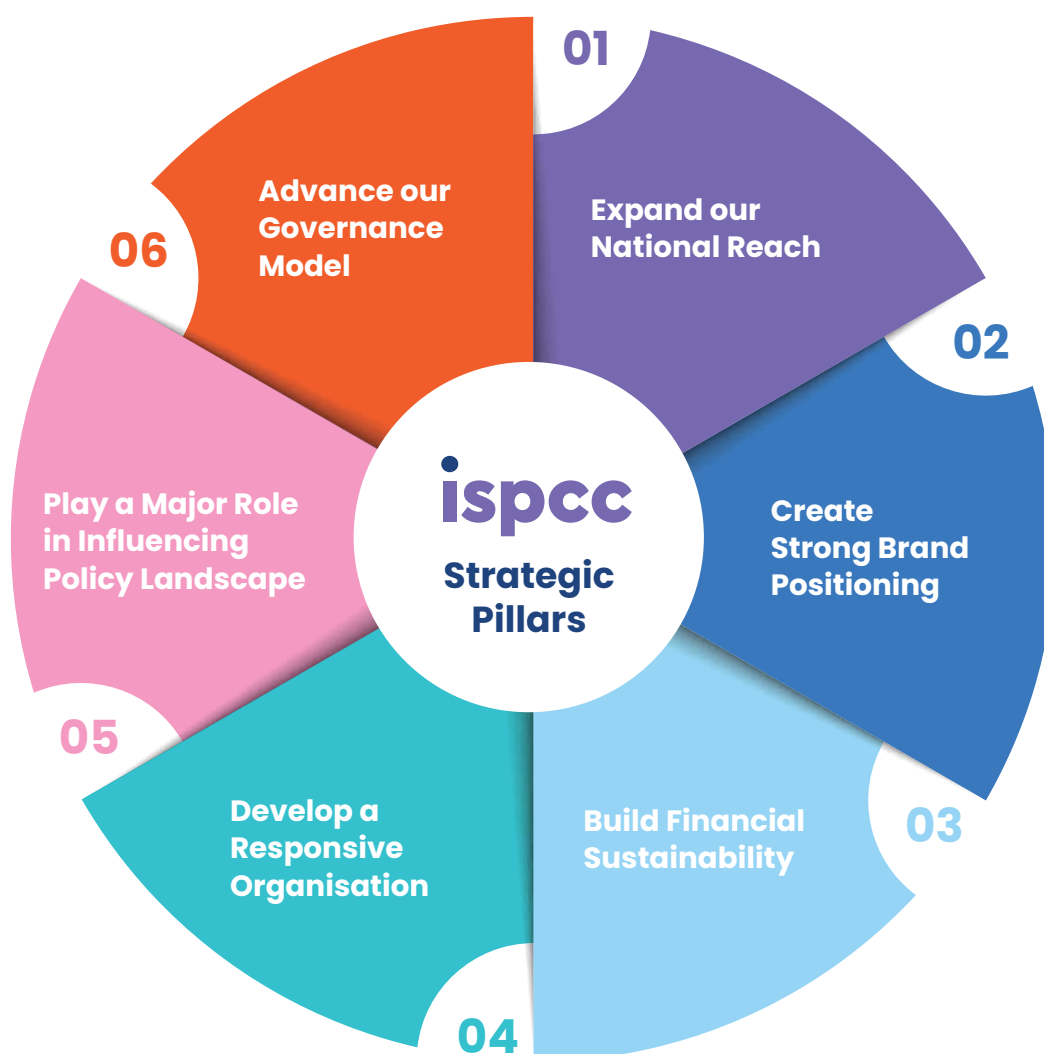
All of our frontline services for children and young people are now branded as Childline. Alongside our 24-hour active listening service, work continues on a phased basis to ensure all platforms, communication channels and touch points reflect this. A transitional body of work was completed on Childline.ie, which is intended to become the focal point for access to our expanded suite of services, supports and resources. The enhancement of Childline.ie is a key deliverable for the coming year.

Progress Against Our Strategic Pillars

Our Six Key Strategic Pillars 2020 – 2023

1. Expand our National Reach

- The Childline Therapeutic Support Service continued to operate on a face-to-face, virtual and hybrid model of service delivery, therefore enhancing our ability to meet more children and family's needs.
- We have also achieved an expansion of services through:
 - The introduction of the Smart Moves transitions programme to Ireland. In year 1 a total of 51 primary schools have engaged with this programme.



- The introduction of three new guided digital self-care programmes, through the Silvercloud platform, providing accessible CBT (Cognitive Behavioural Therapy) -based interventions to children and young people with anxiety and parents of children and young people with anxiety.

2. Create Strong Brand Positioning

- Developed a new visual identity for ISPC and Childline which is more appealing to children and young people and which more accurately reflects our services, interventions and supports.
- Published an expanded range of content for our digital and social platforms to support children, young people, families and gatekeepers. Insights from our services and engagements with children and young people informed the diverse range of topics, tips and advice produced.
- Launched ISPC's Digital Ready Hub, in line with our identified focus area of online safety, to inform and equip parents and carers with the tools to help them support children and young people to have safe and positive experiences online.

3. Build Financial Sustainability

- Reviewed our fundraising strategy and undertook a change programme to build for future success – expanding the skills and experience in our team and testing new methods of engaging with donors
- Engaged with regular donors about the impact of their support, which in turn saw additional income generated
- The support of many generous and committed partners ensured our services were there to support children, young people and families

4. Develop a Responsive Organisation

- Brought in new skills, competencies and new talent into our organisation and developed our internal talent – enabling cultural shifts towards our ambition
- Recruitment of strategic roles in data insights, digital content and digital support
- Fundraising Organisational Design (OD) with the development and recruitment of key roles
- Annual employee and volunteer engagement surveys
- Dedication to remaining connected and taking care of our wellbeing while we are apart



‘The experience of volunteering in Childline over the years is a never-ending journey in that you are always learning. It opens your eyes to what young people are experiencing; their challenges, problems, traumas and difficulties and what interests the young people of today.’

Val, Childline Volunteer

5. Play a Major Role in Influencing Policy Landscape

- Presented tangible evidence to the Joint Oireachtas Committee examining the Online Safety and Media Regulation Bill by sharing the story of 'Kate'.
- Hosted a meeting with the eSafety Commission in Australia that led to it being invited to and giving impactful evidence before the same Committee.
- Successful in being part of a winning research partnership grant with Hotline. ie, which will be led by Technological University Dublin.
- Invited to be a member of the Voluntary Sector Advisory Group on the reform of the family justice system.
- Developed a new policy and public affairs strategy that will see ISPCC focusing on online safety, mental health and child abuse.

6. Advance our Governance Model

- In 2021 we achieved full compliance with the Charities Governance Code of the Charities Regulator
- Accredited the Triple Lock standard of the Charities Institute
- Our GDPR compliance project is moving to business as usual and is being embedded in the organisation



'Its helped me sleep easier and worry less.'

'Getting professional advice and talking to someone and not getting judged has really helped me'.

'It helped me understand that not everything is my fault and that it's ok to be different'.

'More Confidence, the transition into secondary school was a bit easier for me'.

'It helped with my confidence, I felt comfortable, it was a safe place, I enjoyed coming to the sessions'.

Feedback from Children regarding the difference CTSS Intervention has made

Directors' 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 Directors present their annual report and audited financial statements for the period of 1 October 2020 to 30 September 2021.

ISPC 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 ISPC is its constitution, which is available on its website at www.ISPC.ie.

Objectives, activities and future plans

ISPCC is for children and young people.

ISPCC's Childline suite of services provide support to children, young people and families across Ireland – including through the Childline Listening Service, Childline Therapeutic Support Service and Childline Community Engagement Services.

In addition, we promote children's rights and seek to effect policy and legislative change to enhance the lives of children and young people.

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 2021/2022, we will continue our journey delivering a range of online services, hybrid therapeutic interventions, 24-hour listening service and community and schools' programmes, all under the Childline brand.

Delivering services digitally will ensure that we progress towards our goal of providing services to more children and young people in a way that they are comfortable engaging.

We will continue to work to ensure that the organisation and the services we provide are understood as being focused on prevention and early intervention to support children, families and communities in strengthening their resilience and coping capacities.

A complete strategic and brand review has been conducted with the support of expert external agencies and will be rolled out as the key catalyst to our transformation programme.

To date, many have perceived the Childline Listening Service as a support for a higher level of need or greater concern than that which they are experiencing. Our new visual identity will be implemented fully over the coming year and will support our desire to ensure that every child and young person is aware and feels that Childline is there for them.

Income

The main source of income is fundraising. The ISPCC received (€1.33M) from statutory bodies which represents 29 per cent of the overall income.

In common with many not-for-profit organisations, ISPCC must maintain and develop its income sources to ensure the continuation of its essential services. 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 always conscious that maintaining the reputation of the organisation through financial prudence is critical.

ISPCC Reserves Policy

It is the policy of ISPCC to retain sufficient reserves to safeguard the continuity of its service delivery to children and young people. The board has responsibility for approving and monitoring implementation of this policy.

In this regard, the board has set a reserves policy which requires that reserves be maintained at a level which ensures that ISPCC's core activity would continue during a period of unforeseen difficulty.

The reasons why ISPCC holds reserves can be summarised as follows:

- To meet the organisation's commitments when expenditure overruns or unplanned events occur
- To fund shortfalls in income, for example when income is delayed or does not reach expected levels
- To fund unexpected events which require the organisation to provide additional services with little or no warning
- To fund a future specified commitment or project
- To respond to unexpected difficulties or crises

By holding appropriate reserves, the organisation's charity directors seek to protect the charity from future challenges and uncertainties and changes in economic circumstances.

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 five months' operational costs as per the budget for the year ahead (€2.3M).

This review looked at the pattern of income and expenditure together with commitments to which it may be obliged under formal or informal arrangements. We are satisfied that ISPCC is reasonably placed to meet its ongoing obligations.

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Restricted funds are grants or donations which the donor has specified are to be solely used for areas of the charity's work or for specific projects being undertaken by ISPCC.



'We have built up positive connection with each other. She is more connected with me. She felt special as we had time together away from the other kids'.

'I had time to forget the stress. It gave me a change of mind. When you are struggling it was very good to have that time. I learnt to have patience with my child'.

'Thank you very much, I have learnt so much. Small things but they have helped a lot in our life'.

'We talk more openly if we disagree about something', 'I am more patient'.

Feedback from participants involved in Theraplay programme in Mosney

Achievements and performance

ISPCC's Services Outcomes

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 our services is to strengthen 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 we delivered three distinct service streams to children, families and communities in Ireland.

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

The objectives of our services apply across all service streams:

- 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 strengthening 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 non-directive service for all children and young people in Ireland up to and including those aged 18 years of age.

It is available to children and young people online, by phone and by text 24 hours a day, 365 days a year. The service also provides the National Missing Children's Hotline (supported by the Department of Children, Equality, Disability, Integration and Youth), the European Helpline number and Teenline. All these services are free to the service user.

Information and resources are available for children and young people to access online at Childline.ie.

Key Insights:

In the period of October 2020 to September 2021, the Childline Listening Service received a total of 196,718 phone calls and answered 164,623 of these, representing an 84 per cent call answering rate for this 12-month period (increase of 6.5%).

Overall, there was a reduction – as anticipated – in phone calls received by the service (-26 per cent). The levels of need as experienced by service users followed a similar pattern to previous years, where higher levels of need were recorded within the online-based services (15 per cent Vs. 9 per cent Hardiker Level 3 and 4 need)

The Childline Listening Service responded to 20,777 online live chat engagements and 7,386 text engagements respectively.



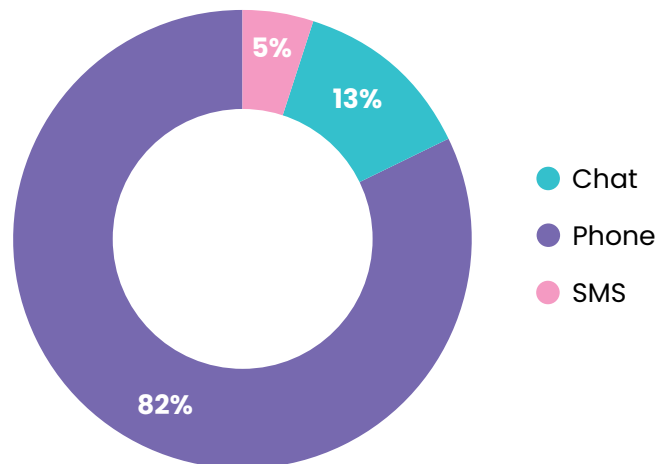
Connecting for Life



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



Means used to contact Childline Listening Service



Topics Spoken About

Topics most often spoken about by children and young people who contacted the listening service for support included:

- Everyday life - hobbies and interests
- Family relationships
- Mental/emotional health
- Sex, relationships and puberty
- Friendship and peer relationships

Gender Profile

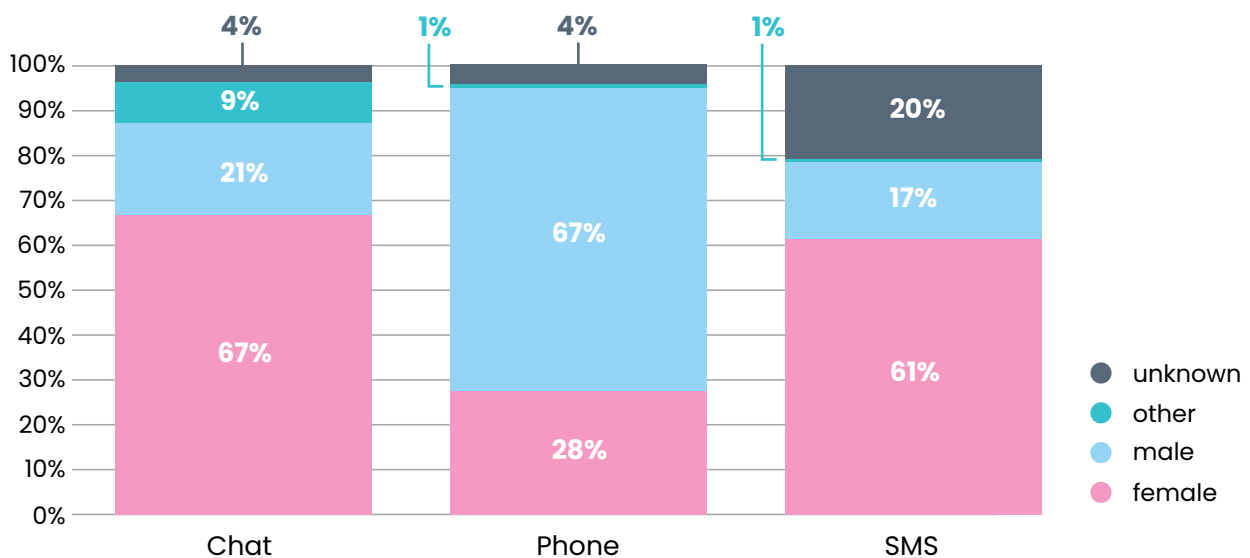
The gender profile followed a similar trend on previous years, where females were the majority users on online based listening services and males the majority on phonecalls.

Level of Need of Service Users

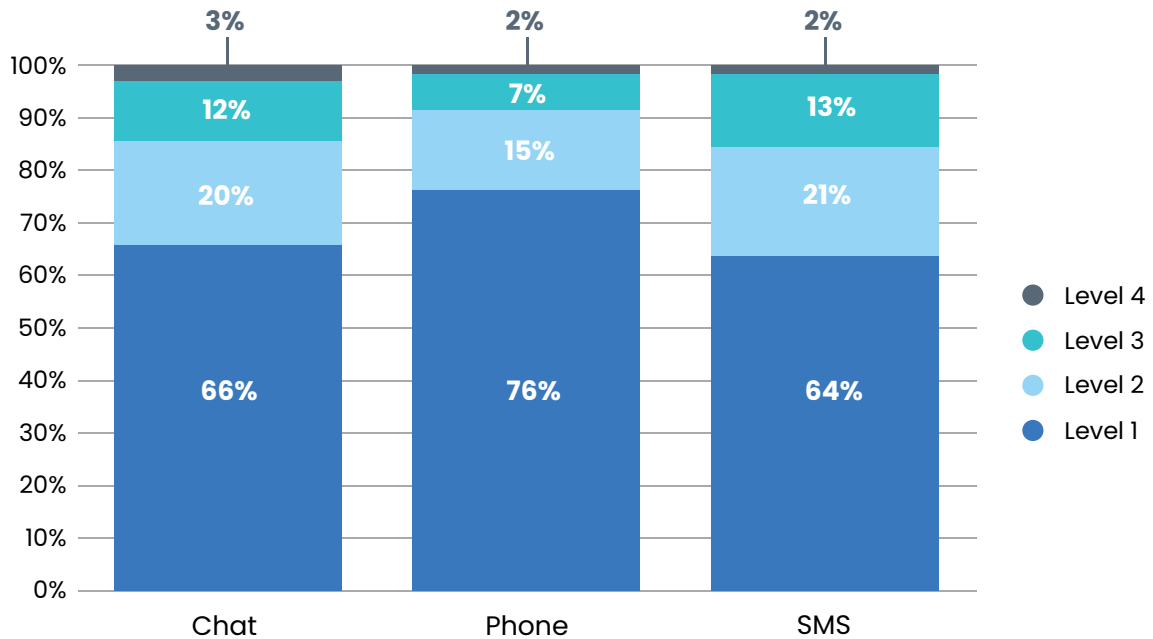
The Hardiker scale is used to identify the level of need of children contacting the Childline Listening Service.

Most phone call contacts were identified as universal in nature. In line with previous years, a higher level of need was experienced with live online chat and text engagements.

Gender Breakdown by means used to contact Childline Listening Service*



Hardiker level of need by means used to contact Childline Listening Service



Age Profile of Service Users

Most service users accessing the listening service were between fourteen and seventeen years of age.

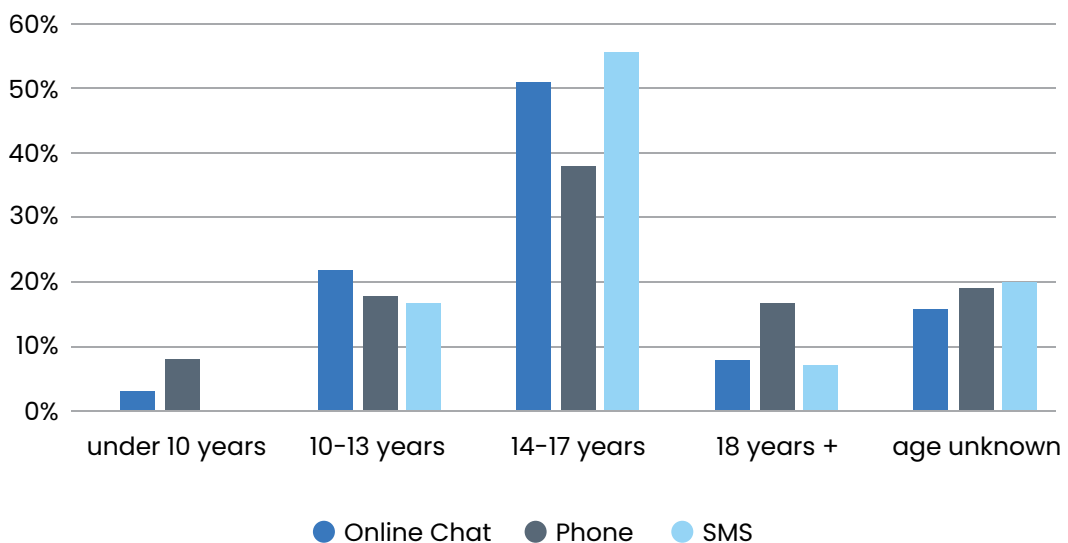
Children under the age of ten and eighteen years of age showed a preference for contacting us by phone, while those in between showed a preference for seeking support by text or live online chat.

Ask Pat

Pat responds to a selection of questions posed by children on Childline.ie. All these questions and responses are publicly available at Childline.ie for all children and young people to see. This is very beneficial to some children who may not be ready to take that first step of reaching out for support.

Ask Pat received 377 questions in 2020/2021.

Age profile of Listening Service Users



B. CHILDLINE THERAPEUTIC SUPPORT SERVICE

The Childline Therapeutic Support Service (CTSS) works on an in-depth one-to-one basis with children, young people and their families over a period of up to six months. Our Therapeutic Support team focus on strengthening children and young people's resilience and empowering them to develop positive options and solutions to any issues or challenges they may face.

As in previous years, children, young people and their families worked with the service for many different reasons over the past twelve months. All of our work was trauma-informed, with tailor-made interventions focusing on the strengths and needs of the client to ensure the best outcomes could be achieved.

The CTSS service provided 431 individual families with a full therapeutic support intervention. Additionally, 44 children and young people benefited from a brief intervention. These children and young people were previously involved with the service and either needed support with an issue they previously had or faced new challenges which had emerged within their family.

We achieved a 12 per cent increase in clients benefiting from this service. Overall, 79 per cent of CTSS clients received all/part of their interventions digitally. Levels of need being referred to the service were similar to previous years, where the majority were at Hardiker level 2 and level 3.

Sometimes it may be the case that a young person just needs additional sessions with a support worker to talk through current challenges they are experiencing. This serves as a reminder of the work previously done and the additional listening space provided can be beneficial. In the past year 41 children received this top-up support. In addition, 103 cases were tracked in 2020/21.

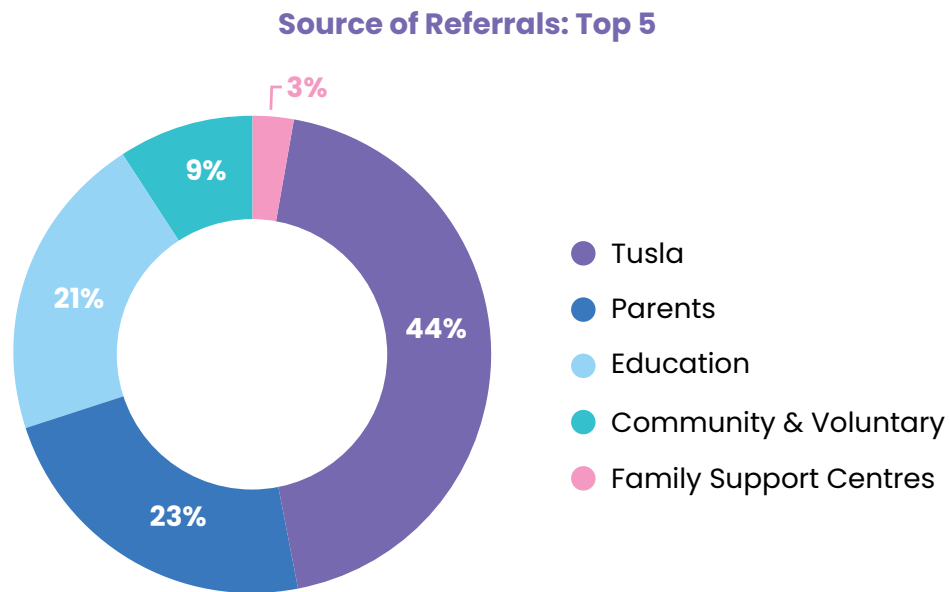
Therapeutic Support Workers regularly attend case review meetings and case conferences as part of the work undertaken with families. In the past year, our therapeutic support workers attended 54 such meetings. The CTSS received referrals from numerous sources nationally, including statutory and non-statutory, educational, mental health and well-being, as well as directly from families keen to avail of our services.



Seirbhís Sláinte
Níos Fearr
á Forbairt | Building a
Better Health
Service

Service Area	Number of Individuals
New client cases opened (Oct 2020 – Sep 2021)	292
Clients carried over from previous year who continued to receive therapeutic supports	139
Total Individual Clients	431
Top up support (1-2 sessions)	41
Brief Intervention (5+ sessions)	44
Total for Top Up and Brief Interventions	85
Overall Total	516 individuals

Top Five Sources of Referrals to CTSS

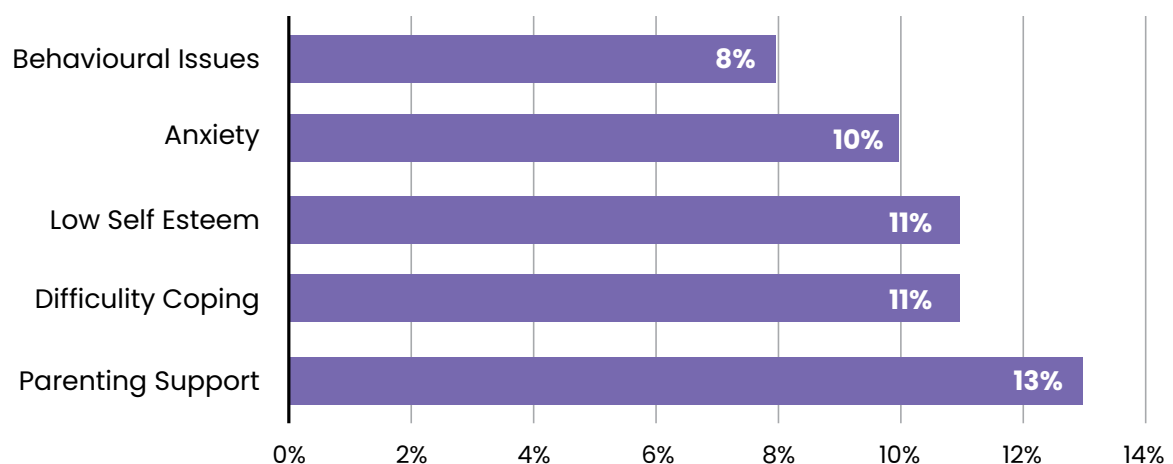


Top 5 Reasons for Referral

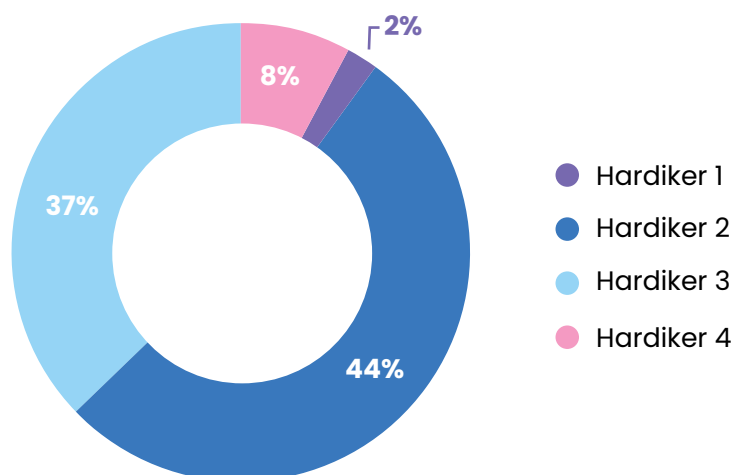
All referrals into the Childline Therapeutic Support Service are assigned a Hardiker level of need. This determines the severity of the case and the needs to be met.

While the CTSS works with all Hardiker levels, we predominantly engaged with levels 2 & 3. Cases that are assigned a Hardiker level 3 or 4 will often also have statutory supports in place to match the needs of the families and young person.

Top 5 reasons for referral to Therapeutic Support Services



Hardiker level of Need Assessed prior to Intervention

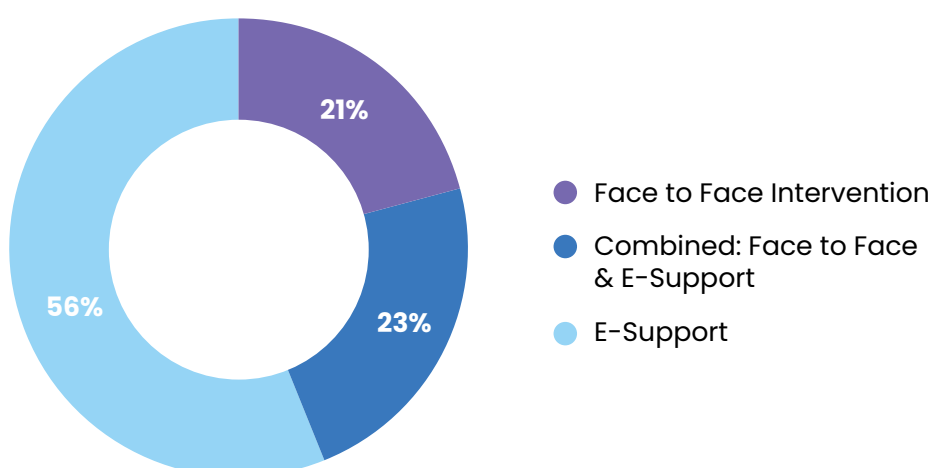


How We Provided Support

While 21 per cent of clients engaged with the service on a face-to-face basis, most clients were fully engaged through e-therapeutic support (56 per cent). A further 23 per cent engaged in both e-therapeutic support and face to face engagements.

E-therapeutic support was delivered via video or telephone intervention due to restrictions imposed by the Covid-19 pandemic and provided us with an ideal testing environment for this medium. This type of intervention was very well-received by children and parents alike.

Mode of Service Delivery



Impact

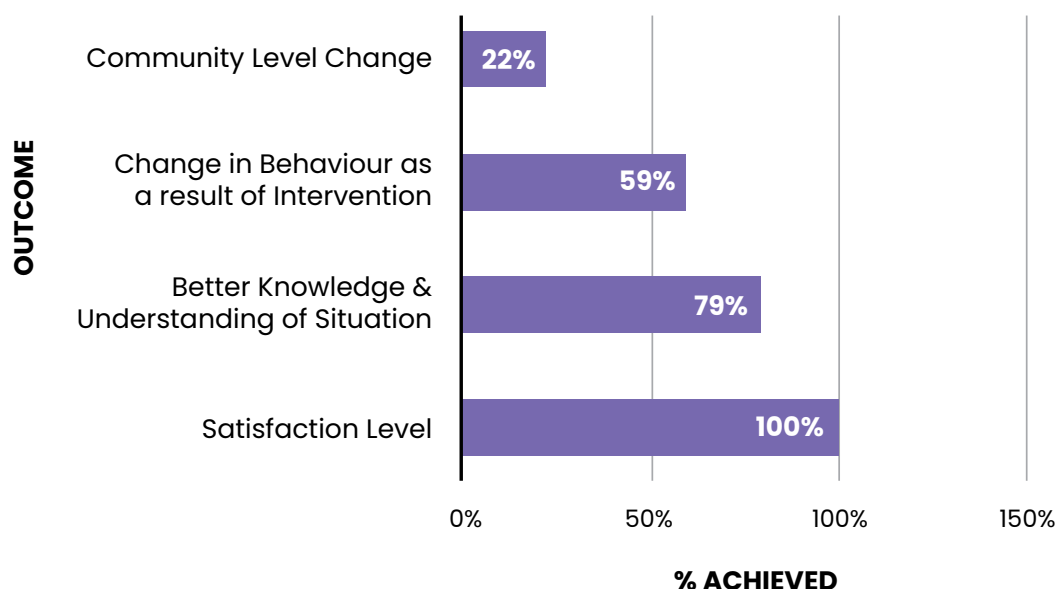
On completion of supportive work with a young person and their family, the CTSS conducts a thorough evaluation of the intervention using both clinical standardised evaluation tools and direct feedback from the family, as well as a direct observational review of the case by the Childline Therapeutic Support Worker.

The CTSS then uses the Kirkpatrick model to categorise the level of change the young person has experienced in their engagement with our services.

While outcomes achieved and the impact of the interventions were incredibly positive, it was also very clear that the mode of service delivery did not impact on the level of positive outcomes achievable.

Positive impacts reached in face-to-face service interventions were matched by those seen in the e-therapeutic support interventions and in interventions delivered on a hybrid basis.

Outcome Levels Achieved: 410 Closed Cases



Group Work

A key objective of Childline services is the strengthening of support structures for children, young people and families. One of the ways in which we achieve this objective is through the delivery of group work programmes.

This year saw 26 children and families take part in group work programmes facilitated by the organisation. These included a Non-Violent Resistance Programme for families in Cork and Wicklow, a Theraplay programme and a 'Sibling Support Group'.

Non-Violent Resistance

Non-Violent Resistance (NVR) is a supportive programme for parents who are experiencing child-to-parent violence. It involves the delivery of structured weekly sessions designed to help reduce violence in the home through empowering parents, repairing relationships, improving communication and supporting the child to regulate their emotions.

ISPCC became the first organisation in Ireland to begin delivering the full NVR programme online when pandemic restrictions meant meeting face-to-face in a group setting was not possible. The programme was a

remarkable success, engaging 11 participants with a 100 per cent attendance rate. With funding from the DCEDIY (Department of Children, Equality, Disability, Integration and Youth) 'What Works Learning Together Fund 2021', we subsequently delivered two webinars to 37 professionals around the country to share the learnings gained.

We also ran an internal training programme for staff members to become trained in NVR and begin to use the elements of NVR within our individual client therapeutic work. Child-to-parent violence has increased during the pandemic and this training has helped to equip staff in meeting the demand for NVR from families.

Theraplay

In June 2021, we delivered our first Theraplay group work to seven families in Mosney Direct Provision Centre, Co. Meath. Theraplay interactions focus on four essential qualities found in healthy parent-child relationships: structure, nurture, engagement and challenge.

With the support of the Theraplay practitioner, parents learn to play with their child in a way that establishes safety, increases social engagement, expands self-regulation and supports the development of positive self-esteem for both the child and parent.

National Involvement with Meitheal

Meitheal is a Tusla Child & Family Agency national practice model which enables the proper identification and understanding of the needs and strengths of children and their families.

We have been hugely supportive of Meitheal since its development. In the past year, 70 of the young people we worked with were involved in the Meitheal process and 79 meetings were attended by support workers. ISPC staff acted as Chairs on five occasions in Meitheal meetings which took place over this 12-month period.

In the past year ISPC assigned supporter workers delivered forty-seven lead practitioner sessions as part of Meitheal. A lead practitioner identifies a child's and their family's needs and strengths and then brings together a 'team around the child' to deliver any support

necessary. The child and their family are fully involved and participate in this process.

Guided Digital Self-care Programmes

ISPC was delighted to launch new digital programmes available through Childline in June 2021. The three new programmes are created by the digital mental health platform Silver Cloud. Their delivery by Childline this year was supported financially by the National Office for Suicide Prevention and The Community Foundation for Ireland.

Three new programmes delivered:

i. *YOUNG PEOPLE*

The 'Space from Anxiety' programme is for young people between the ages of 14 – 18 years old who present with low to moderate anxiety.

ii. *PARENTS AND CARERS*

In addition, there are two parenting programmes for parents/carers who would like to support their young person who experiences anxiety.

'Supporting An Anxious Child'

- for parents/carers of young people between the ages of five and 11 years old

'Supporting an Anxious Teen'

- for parents /carers of young people between 12 and 18 years old

The programmes are based on the principles of Cognitive Behavioural Therapy (CBT), incorporate mindfulness practices and are specifically designed to assist in managing anxiety. They are accessible 24/7 – allowing young people, parents and carers access to material at a time that suits them and from their own home.

An ISPC support worker guides participants through the programme's seven to eight modules, which are interactive, easy to use and delivered in a safe and confidential way.

From June to September 2021, a total of 159 referrals were received to these digital programmes. Of these: 90 service users are currently active at the end of September 2021 and working through the programme

modules, 33 service users have completed their modules and their cases are now closed and 36 individuals referred did not engage in the programme.

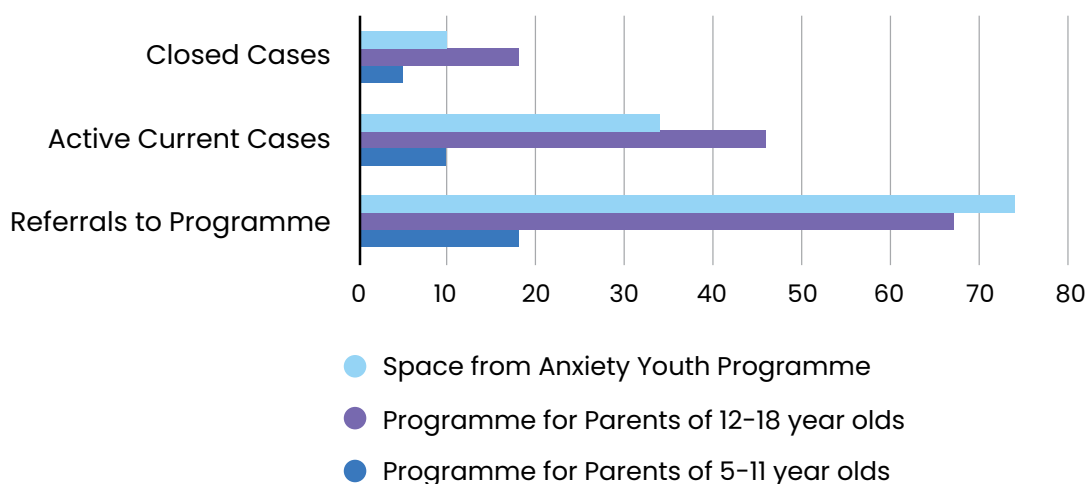
The overall satisfaction rate as received from service users of all programmes was 96.4 per cent.

Referrals for these programmes were invited nationally, from the Child and Adolescent Mental Health Service (CAMHS).

In 2022 we plan to extend the reach of this service by including schools and GPs as a further source for referrals. We will increase the resources allocated to meet the additional demand expected.



Silvercloud: Space from Anxiety Programmes– June to Sep 2021



‘I’m feeling a lot better. I’m not worrying about things as much and I have been doing everything I can to achieve my goals. I also feel a lot more confident than what I used to and I feel better about myself. I also feel like I can talk to people if I’m having a bad day or about how I’m feeling. I also feel like I’m getting everything I wanted out of this programme and I feel like I’m a new person and I’m definitely a lot more happier. Thank you’.

Young person – Space From Anxiety

C. CHILDLINE COMMUNITY ENGAGEMENT

Smart Moves Programme

ISPCC had identified a gap in the supports being offered to young people making the transition from primary to secondary school and began the journey of delivering the 'Smart Moves' schools transition programme in Ireland.

Smart Moves is derived from the evidence-based Resilience Framework, devised by Hart and Blincow (2007). Its delivery by Childline in Ireland is supported by Avolon.

The programme is designed to give young people skills to increase their overall resilience as they make the transition. It is an evidence-informed programme which is facilitated and led by teachers and aims to include parents or carers as part of the programme.

While 'Smart Moves' originally sought to register 20 schools for the launch of its pilot programme, 51 schools across Ireland are currently taking part. The programme, thus, is currently reaching over 1,874 boys and girls between the ages of ten and twelve in Ireland.

Smart Moves Timeline

2019–2020

There is currently no 'National Transition Programme' in Ireland for students moving from primary to post-primary level. Research indicates the huge benefits of having a well-planned and implemented transition programme including reduced rates of bullying, depression, and violent student behaviour.

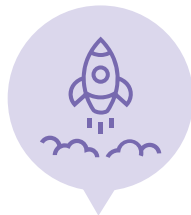


April–June 2021

Smart Moves is a programme offered by the Eikon Charity and is based on the Resilience Framework devised by Professor Angie Hart and collaborators at the University of Brighton and The Resilient Classroom Resource Pack. Its aim is improving resilience in young people.

March 2021

We wish to offer a universal transition programme that looks at the whole school community approach i.e. a programme that actively involves not just the 6th class and 1st year students but also their teachers, school management and caregivers.



June–August 2021

Smart Moves begins registering schools to take part hoping to get 20 schools across the country.

July 2021

Smart Moves Team hits the studio to film informational videos for both parents/caregivers and children, explaining what Smart Moves is.

September + 2021

Smart Moves is updated to the Irish lexicon and the ISPCC branding. The programme is launched in over 50 schools across the country.

Parenting and Community Supports

The Parenting Hub on the ISPCC website at [ISPCC.ie](https://www.ispcc.ie) publishes content in relation to parenting and parenting support on a range of topics. The parenting hub section on the website had 5,926 engagements in 2020/2021. The top five topics of content accessed were:

Top 5 Topics Viewed
Online Safety
Mental Health
Abuse & Bullying
Education & Work
Growing Up Issues

Webinars

During 2020/ 2021, four live webinars were delivered to 268 participants. The webinars had a primary focus on the area of resilience and featured follow-up question and answer sessions.

Webinar Title	No. of participants
Nurturing Your Child's Resilience	59
Building Self-Confidence and Self-Worth	78
Supporting You and Your Child's Emotional Resilience	34
Covid-19 and Nurturing Your Child's Emotional Resilience	97
Total	268

Childline Outreach Programme

Our outreach programme brings information about Childline'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.

Due to the Covid-19 pandemic, outreaches were unable to take place for most of the year. However, a total of 4,173 children were engaged with on a face-to-face basis through outreach activity. In addition, content for a digital outreach video was developed, recorded and published on our website with the title 'What is Childline?'.

Support Line

ISPCC's Support Line provides a listening service, offering information, advice and emotional support to members of the public who contact us on any issue in relation to children and young people's welfare.

The Support Line can be contacted between 9am and 1pm Monday to Friday, by calling 01 522 4300, emailing parentingsupport@ispcc.ie or by writing to any local ISPCC office.

The support line received 93 calls in 2020/2021. The top five reasons for people contacting the support line were: parenting concerns; information requested; abuse, family law and complaints about other professionals.

Parenting Support Champions Project

ISPCC employs a Parenting Lead within the organisation with financial support from Tusla, the Child and Family Agency. Tusla has developed the Parenting Support Champions (PSC) project, which sees existing practitioners who work with children and families employed by Tusla and its partner organisations.

The project has the aim of promoting and supporting parenting and the implementation of Tusla's parenting support strategy and partner agencies and organisations. ISPCC had two parenting support champions this year, with one champion in Cork and one in the Louth/Meath area.

Fundraising

Like all charities dependent on public fundraising, the Covid-19 pandemic continued to impact on our income beyond 2020 into 2021.

The first quarter of any new financial year is usually marked by the very successful 2FM Xmas Ball held in the 3Arena in Dublin. However, December 2020 was the first year where this was cancelled with the loss of significant income and awareness of our service. This is just one of several regular fundraising events that we have seen cancelled and the impact on our community fundraising will be felt for some time yet.

Thanks to a very successful emergency appeal last year, we were able to use our financial reserves to keep our services going throughout this difficult period.

The fundraising environment has changed dramatically over this difficult pandemic period. In the past year ISPCC has reviewed its fundraising strategy and undertaken a change programme to build for future success by adapting to this ever-changing world. We have taken the time to build the skills and experience within our team that are needed to exploit different income streams and we have tested several new and exciting methods of engaging with our donors that will see future returns. With 70 per cent of our entire income dependent on the public, we are hugely grateful to the corporates, schools, clubs, communities and individuals across the country who give their time, money and talent to help us achieve our objectives and support us in providing our services to children.

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.

We value enormously the time our volunteers and supporters spend 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 respond to this trust with robust systems and transparency.

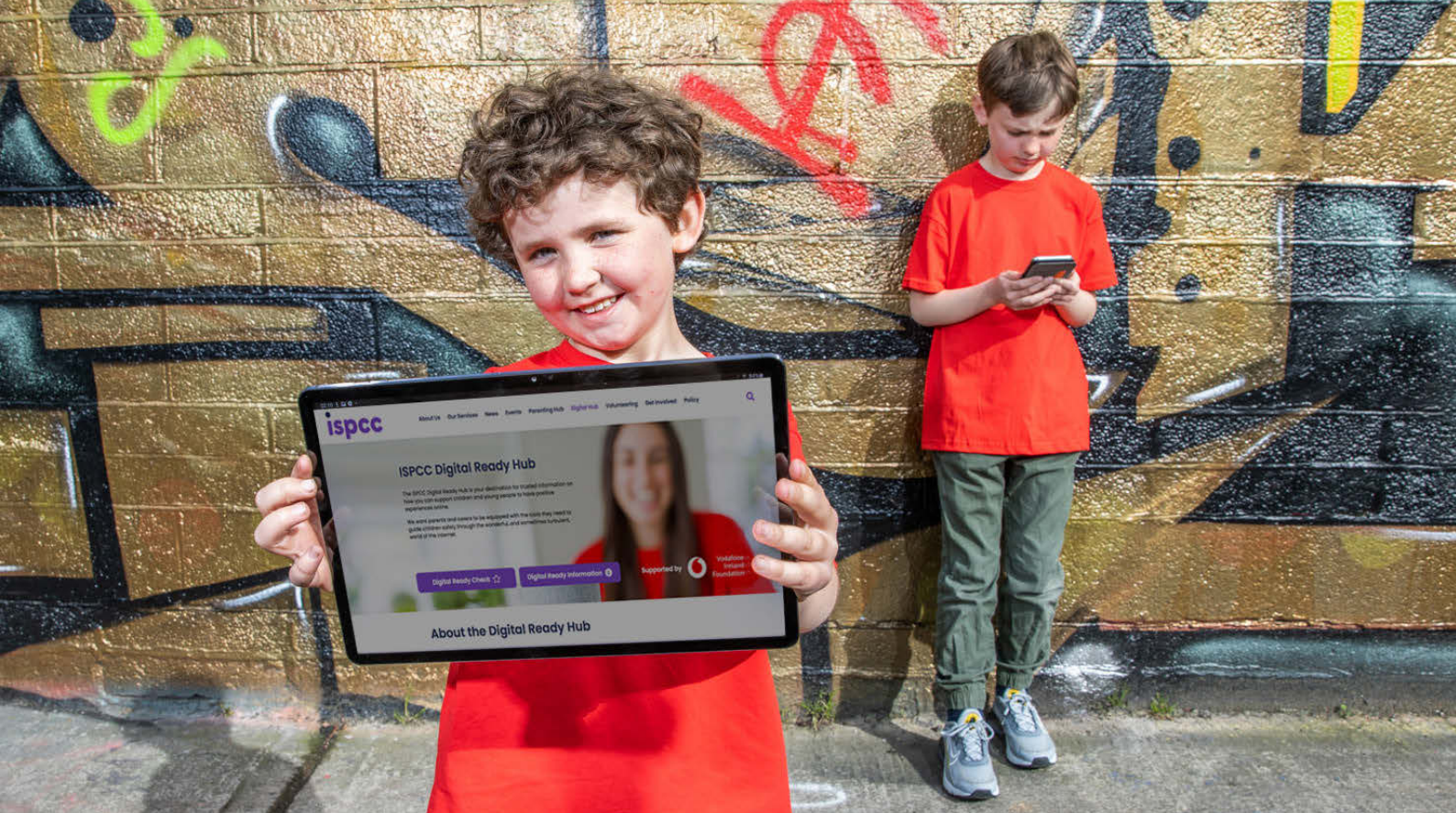
We would like to acknowledge and thank all our supporters and donors for your unwavering support. Without you, ISPCC's services could not be there for the children who need us all over the country, 24 hours a day, every day. Thank you.

PARTNERS & TRUSTS

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. Our tenure as a 'Principal Charity Partner' of Vodafone and of the Vodafone Ireland Foundation came to the end of its five-year term. Both continue to support Childline in a number of ways, not least by providing FREE calls to all who contact our listening service, as well as through support for our Digital Ready Hub.

Our partnership with Woodie's continued this year and proved to be very successful thanks to the generosity of their team in all 35 stores and head office supports. Furthermore, our partnerships with Ryanair, The Property Race Day, Dragons at the Docks, Keelings Fruit, Avolon, Calpol and Revolut helped to ensure our services were always there for children and young people.

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



ISPC and the Vodafone Ireland Foundation launched the Digital Ready Hub in April to support parents and carers in helping to keep children and young people safe online

VODAFONE

Since 2016, Vodafone has covered the cost of Childline's free phone number to ensure every child and young person who seeks support can do so without worry of cost.

During this past year, Vodafone employees took on numerous fundraisers, events and campaigns to raise awareness and funds for Childline. Internal 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.

In March / April, Vodafone Ireland Foundation supported the production of a significant fundraising and awareness-raising campaign for Childline across radio, press and digital media platforms. The campaign highlighted the importance of children and young people being able to access support when they seek it. In addition, an initiative by Vodafone Ireland and the IRFU in March offered individuals the chance to win a signed match day jersey from the Irish rugby team which played England. This helped to raise awareness of the partnership, alongside a fundraised figure of just over €23,000.

In addition to their significant fundraising efforts, many Vodafone employees have committed as regular donors through payroll deduction which is an extremely supportive gesture that ensures continuous funding for our services.

With the support of the Vodafone Ireland Foundation, we launched ISPC's Digital Ready Hub in March 2021 as a destination for trusted information on how we can all support children and young people to have positive experiences online. The Digital Ready Hub is designed to help equip parents and carers with the tools they need to guide children safely through the wonderful, and sometimes turbulent, world of the internet.

RYANAIR

Despite a very difficult year for the airline industry, Ryanair once again continued its tremendous support for Childline. Over the past five years, Ryanair has donated over €575,000 through corporate donations, employee fundraising and customer-facing campaigns.

This year, Ryanair continued to offer passengers the option to donate on their booking site and this proved to be an effective form of raising funds for Childline.

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

KEELINGS

Our partnership with Keelings extended into its fourth year, with Keelings once again promoting the partnership through their on-pack promotions. This support not only raised funds but also raised the profile of Childline among Keelings' customers and children through its presence in stores and in the home.

This year Keelings made a significant donation of €200,000 to support Childline during a very challenging time for children. Andrea Corr launched this year's campaign which helped raise awareness of the activity and our services. We look forward to growing our relationship with Keelings in the years to come.

WOODIE'S

We are hugely grateful to Woodie's for once again choosing Childline as one of four charities to benefit from the 2021 Woodie's Heroes campaign. Woodie's employees, customers and suppliers throughout Ireland smashed their campaign fundraising target and once again raised substantial funds and awareness for Childline.

The highlight of the campaign was a Woodie's Heroes Cycle which saw two teams of cyclists set off on a 1,000km trip around the country to the 35 Woodie's stores in Ireland, raising €500,000 for the campaign charities along the way.

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

AVOLON

This year, Avolon increased its support with a very generous commitment of €60,000 for the next three years.

This funding has enabled us to develop and roll out our innovative 'Smart Moves' programme which will support children during what can often be a very challenging time of transition from primary school to secondary school.

So far over 50 schools have registered for the programme, with significant growth planned for the coming years.

JOHNSON AND JOHNSON IRELAND

ISPCP thanks Johnson and Johnson Ireland for supporting parents and carers through the ISPCP's Parenting Hub at ISPCP.ie. Under their Calpol brand, Johnson and Johnson (Ireland) Limited is contributing towards the provision of online support and information resources for parents and carers on the platform.

This funding is supporting a series of webinar recordings for parents and carers which will be hosted by ISPCP over the coming months and will focus on strengthening resilience and coping capacity in children and young people. The webinars will be available to access through the Parenting Hub.





The Camogie Association proudly supported Childline through the final stages of the 2021 All Ireland Senior, Intermediate and Premier Junior Championships

RTÉ 2FM GOLDEN TICKET COMPETITION

Despite the cancellation of the annual Xmas Ball due to the pandemic, RTE 2FM and MCD still came together to run the annual Golden Ticket competition which offers the amazing prize of two tickets to every 3Arena show and MCD festival and concert for a whole year. This initiative raised almost €60,000 and was made possible with thanks to the unwavering support of 2FM who always go above and beyond in their support for ISPCC.

We are so grateful too for the huge encouragement and support of our ISPCC President, Caroline Downey and the team at MCD.

ISPCC CHRISTMAS HOLLY CAMPAIGN

Due to the restrictions imposed by the ongoing pandemic, the 2020 Christmas Holly Pin campaign was severely curtailed. Nonetheless, it continued to be supported throughout December by Transition Year school pupils, who, unable to take to the streets, turned to the classroom to sell Holly Pins. ISPCC is grateful for all the fantastic support we received.

REGULAR DONORS

With all the pandemic-related restrictions through this year and the knock-on negative impact on our traditional community fundraising activities, the organisation's focus

of engaging and retaining existing supporters was even more important this year.

We had the opportunity to speak with many of our fantastic donors, which resulted in strengthening trust in the organisation and in turn saw us generate additional income. Our regular donor base continues to support us and we are especially grateful this year to each one of them.

To those donors who allowed 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 provide to children and young people. The generosity of those individuals who choose to leave a lasting gift to ISPCC is deeply appreciated.

In this financial year, we received €476,000 in donations through legacies. Like donations from our regular donor base, legacy gifts are unrestricted donations and ensure we can continue to fund our Childline services and be there twenty-four hours a day, every day for children.

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

COUNTERTOP COLLECTION BOX

We have been using our countertop collection boxes in retail and commercial outlets the length and breadth of Ireland for many years. Despite public health restrictions curtailing the movement of people this year, retail outlets remained open as an essential service. This proved vital to retaining this important source of income.

Even with the increasing move to a cashless society and 'tap to donate' technologies, this source of income outperformed our expectations by generating over €368,000. We are extremely grateful to the proprietors involved, who continue to display our collection boxes and encourage their customers to support our services.

We would like to acknowledge and thank the public for their continued support of this important income stream for the organisation. We are conscious of the impact that Covid-19

has had on many of our retail and hospitality industry partners and sincerely thank you for your ongoing support in these very difficult times.

As we prepare and plan for the future, we will continue to review other income streams and opportunities as consumers change and society moves further towards a cashless environment.

VOLUNTEERS

ISPC'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 Zoom quizzes, 1Km strolls to full marathons and every other imaginable type of fundraising activity.

Our volunteers did not falter during the prolonged period of pandemic-related restrictions, but instead took to social media to promote and take part in virtual fundraising activities all over the country. We are very grateful for all these tremendous efforts and for communities' support for fundraising endeavours in aid of Childline.





COMMUNITY SUPPORT

Individuals the length and breadth of Ireland showed us outstanding support over the ever-changing landscape of the last twelve months. Young and old took on fundraising challenges – cycled, climbed mountains, enrolled in our 3,000 Star Jumps challenge, walked or ran 60km, ran marathons, held daily Christmas light shows, worked out at home and in their garden and helped us tell children and young people throughout Ireland that there is always someone there to listen.

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 supporting Childline.

HOZIER

We continued to receive the royalties from Hozier's performance of *The Parting Glass* on The Late Late Show in March 2020. We received over €20,000 this year and would like to thank Hozier for his ongoing support throughout the year.

WOMEN IN HARMONY

Women in Harmony released a Christmas single in 2020 with all proceeds going to ISPCC. This proved to be hugely popular and raised much-needed funds for our services. Sincere thanks to all the artists involved who gave of their time in making the single.

REACH OUT

ISPCC was thrilled to be the beneficiary of the biggest ever gathering of Irish country music stars organised by Trudi Lalor and Billy Morrissey. The wonderful single 'Reach Out', along with their Easter Sunday virtual concert with over thirty-five performers including Daniel O'Donnell, Nathan Carter, Margo and Una Healy, raised much needed funds and awareness for our services.

The tremendous support we received from the country music industry and fans at a challenging time was greatly appreciated and will be remembered for a long time.

PIPPA LIVE

Pippa O'Connor and Brian Dowling engaged in a 'Pippa Live' livestream event on Instagram. This fantastic virtual evening raised awareness for the charity as well as important fundraised income of almost €13,000.

People and transformation



Our people and transformation journey continued this year. We developed our people strategy in accordance with four key pillars:

- Inspiring leadership
- Developing a one-team ethos across the organisation
- Developing a high-performing organisation
- Engaged people

In 2020/2021, in another challenging year with the pandemic, our people across ISPC demonstrated every day how we are all working together tirelessly to support our overall ambition that every child who needs Childline can reach us in the way that works best for them.

Key Appointments to Support our Strategy

As part of our digital-first ethos, a new Digital Content Producer role was appointed in January 2021 and was instrumental in developing engaging and supportive content for parents, carers, children and young people across our social and digital platforms.

With the support of our board, key strategic appointments were made; a full-time Senior Data Analyst Lead role was appointed in November 2020 providing invaluable insights into trends across Childline services.

Other key strategic service appointments in 2021 to facilitate new service developments included a Community Engagement Manager and a Childline Digital Support Co-Ordinator.

Fundraising Organisational Design

In June 2021 we completed our fundraising strategy based on an ambitious plan to double our fundraised income over three years. Three key strategic roles were identified and recruited: Fundraising Campaigns Lead, Major Donor and Philanthropy Lead and Individual Giving Lead.

This required significant change management and to support this process we engaged the services of Mantra Strategy. Our organisational design focus on building and strengthening the fundraising team will continue as a key strategic priority for 2021 / 2022.

Reviewing our Values

We revisited and redefined our values which will guide ISPC into the future. Work will continue next year on bringing our values to life and embedding them across the organisation.

Cultural Shifts Across the Organisation

Bringing in new skills, competencies and new talent into our organisation, combined with developing our key internal talent, has enabled key cultural shifts around ways of working within the organisation.

This is evidenced in our fundraising team where we utilised and benefited from data analytics, expanding our digital fundraising and philanthropy work.

We are now offering children and families more choice in how they access support by offering services through a range of different mediums (face to face, online support, hybrid model).

Learning and Development in ISPC

Under the strategic pillar of being a 'high-performing organisation', we are building a culture of growth and development of our talent. In 2021, we set out our commitment towards learning and development in ISPC with our new learning and development policy.

We continued our leadership journey developing our people to be the best they can be. We are developing our leaders of tomorrow. The leadership development group was formed in early 2021. This group comprises of our Senior Leadership Team (SLT) and all our managers across the organisation, as well as identified up-and-coming talent.

The group undertook four leadership development sessions, facilitated by a member of our board. The sessions focused on leadership competencies, behaviours, giving and receiving feedback and developing high-performance teams.

In 2021, there were many learning opportunities available virtually to our teams and some at a reduced cost or on a pro bono basis. These included a project management course sponsored by Dell Limerick as part of a programme for volunteer and community groups. Six employees benefitted from this accredited learning opportunity. Other learning opportunities focused on topics including managing remote teams, GDPR, digital fundraising retirement planning programmes, and cyber security.

In addition, we were delighted to support a number of employees in their continued professional and educational development.

Reward and Additional Benefits

New PRSA pension scheme launch: In 2021, we launched a PRSA employer contribution for our employees. Building on feedback from our employee survey, we were delighted to announce that we would match employee contributions up to five per cent.

Additional summer leave: To recognise the exceptional circumstances and to show our appreciation for the hard work and engagement of all employees over the past year, ISPC granted our teams an additional day's leave to be taken during the months of July / August 2021.

ISPC Working Together as one Team

In our pursuit of achieving a 'one-team' approach, we continued to seek opportunities for teams to collaborate and work together in a virtual way. Our services, marketing and fundraising teams have made considerable developments and are working effectively cross-functionally.

ISPC Intranet (iRIS)

In April 2021 we launched our intranet (iRIS) to enhance our communications across the organisation, including with our dedicated volunteers. iRIS became an integral part of information-sharing for each function. This development will continue over the next 12 months.

Staying Connected While Apart

In addition to iRIS, we worked to effectively communicate with our teams so we could stay connected while apart.

Every Friday, a Chief Executive update was issued to include news of appointments, recruitment, key initiatives, links to recordings of Town Halls and 'Lunch 'n' Learns'.

In addition, useful links such as to the Covid hub, employee assistance programme, our annual leave request app, office booking system and updated protocols on reporting Covid cases were shared.

For many working remotely, our internal communications channels were important resources to support us in remaining connected with what was going on in the organisation.

Our Engaged People

Under the People and Transformation strategic pillar of 'engaged people', our employee survey results were positive and demonstrated that we were a team united behind the vision and purpose for ISPCCC.

The primary focus of our 2021 employee survey was on remote working and the future of work. Overall employee engagement stood at 80 per cent, at a time when 70 per cent of our team were working remotely.

In 2021, 93 per cent of our people reported understanding how their role contributes to the organisation and 94 per cent said they felt that the work they do makes a difference.

Overall positivity about working remotely had reduced and social isolation increased, while anxiety around Covid-19 and childcare concerns reduced. Nevertheless, employee engagement remained at 80 per cent – a marginal reduction on previous years.

Our results, particularly around social isolation, informed our work around our hybrid working model. Across the country, our teams are keen to get back to a collaborative way of working.

The Future of Working in ISPCCC

In September 2021, we developed ISPCCC core principles for remote and hybrid working.

These core principles were shared with opportunities for feedback and input from all employees. The continuation of restrictions from government guidelines relating to the pandemic did and will continue to guide the implementation of our hybrid model of work.

Employee Engagement Portal – Frankli

This year, ISPCCC partnered with Frankli – an Irish start-up organisation which had developed an employee engagement portal.

Our focus in 2021 was on engaging our teams around the benefits of the engagement portal, with a particular focus on having meaningful one-to-one meetings facilitated by the Frankli system.

As we continue to work remotely, this portal provides a platform to manage and engage with our teams remotely. Over the course of 2022 we will embed this portal into the organisation.

Onboarding New Talent to ISPCCC During the Pandemic

Attracting top talent into ISPCCC continues to be a key enabler in our transformation.

2021 has seen top talent join our organisation as we continue to operate a direct sourcing recruitment model and best practice recruitment. This year saw us launch a recommend-a-friend scheme and continue to use our own recruitment networks, engaging assessment centre and competency-based interviewing approaches including psychometrics to make key strategic appointments in the organisation.

24 employees joined us in 2021 and were onboarded during the pandemic. All of our induction and learning programmes were delivered virtually. Feedback has been positive with so many of our new joiners feeding back on how warm and welcoming the culture in ISPCCC has been for them joining during the pandemic.

At the end of September 2021, our average employee numbers were 80.5 (75.2 in 2020).

Our Wellbeing and Staying Connected Apart

We continuously look for opportunities to involve our teams while we are apart. Initiatives undertaken in 2021 included the Way to 5k run with Childline supervisors and volunteers.

This year also saw us: form cross-functional working groups such as the Covid task force and hold quarterly virtual town hall events, regular team check-ins and virtual welcomes for new starters.

In addition, we celebrated National Wellbeing Day by sharing virtual classes and activities in partnership with IBEC and YoGrá Yoga Studio.

Volunteering in ISPC

Our wonderful volunteers gave 37,924 volunteering hours covering 9,481 shifts to keep our services open 24/7 nationally.

Our National Volunteer Survey conducted in December achieved 92 per cent engagement, with 149 respondents to the survey. Volunteer morale scored high at 89 per cent and communication within our teams was extremely strong at 93 per cent. Of respondents, 96 per cent said they believed we had a strong supportive team, while 94 per cent and 71 per cent respectively said they felt we had approachable supervisors and managers.

National Volunteering Roadshow

The Senior Leadership Team and members of the management team delivered a virtual volunteer roadshow in February 2021, hosting virtual sessions in each of our locations across the country.

The volunteer survey results for each unit were presented and we listened to feedback, answered questions and facilitated great conversations. This informed thinking in the development of our ISPC Volunteer Strategy.

Development of our new Volunteer Strategy

During 2021, the management team worked on developing the National Volunteer Strategy led by our National Volunteer Co-ordinator. This work was informed by feedback from our National Volunteer Survey and National Volunteering Roadshow.

The five strategic pillars of our National Volunteer Strategy are:

- High acquisition, attendance and retention rates
- Providing learning, support and opportunities for development
- Fostering a sense of community
- Facilitating strong communication pathways
- Reward and recognition

Onboarding New Volunteers During the Pandemic

During 2021 we onboarded 58 new volunteers to our team. Due to the pandemic, our incoming volunteers were engaged online with colleagues from across the country.

The team's agility to transform our traditional learning model to online has been successful and we will retain and continue to develop this learning for our future needs.

Annual Volunteer Recognition Event

Our National Volunteer Recognition event took place virtually on 17 December. Over 100 people attended the event, where we recognised and thanked our service volunteers.

The team of the year was announced as the Mayo (Castlebar) team and the Volunteer of the Year was announced as Lee Daly from the Limerick Childline Unit.

Policy and Public Affairs

The last operational year saw ISPCC's policy efforts focused mainly on continuing to advocate for regulatory change to better protect children in the digital environment – including creating awareness of child sexual abuse and exploitation online.

Children's mental health and the chronic lack of services and disjointed provision of these services also concerned ISPCC. Reform of the family justice system became a new policy focus for us – in particular for children whose parents are separating and/or separated, that their rights and needs are taken into account and that any orders and decisions arrived at are in their best interests.

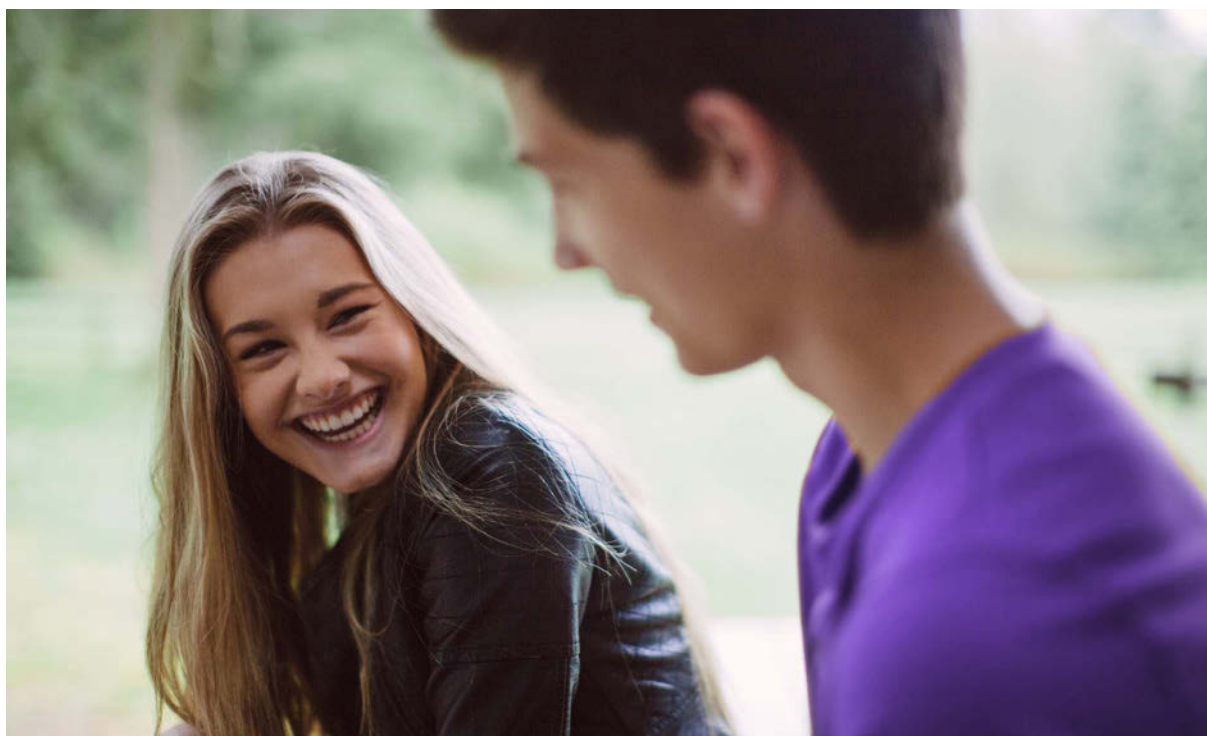
The focus of ISPCC's policy work has always been to ensure that the laws, policies, systems, services and structures, along with the bodies charged with delivering them, impact positively and meaningfully on a child's life. Where this is not the case, ISPCC uses its voice to champion change.

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 400 contacts the services receive daily) allow the organisation to gain a picture in real time of what life is like for children in Ireland.

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.

There was mixed progress on ISPCC's core policy areas of online safety, child protection and mental health. ISPCC was grateful to furnish the Joint Oireachtas Committees with evidence to inform their various discussions, and to contribute to public consultations relevant to our policy areas including the impact of school bullying on children's mental health and the next Digital Strategy for Schools. ISPCC always endeavors to share the lived experiences of the children it works with and the benefits of the (often long-overdue) enhancements to laws and policies in the respective areas.



National Advisory Council on Better Outcomes, Brighter Futures

ISPC is honoured to have a seat on the National Advisory Council on Better Outcomes, Brighter Futures – the National Policy Framework for 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. The advisory council's members represent the early years, children and youth sectors, along with independent experts.

National Advisory Council for Online Safety

ISPC also has 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, regional and 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 plays in supporting this.

Online Safety and Media Regulation Bill

Children's online safety continued to be our lead policy area in 2020/2021. Children and young people's online safety remains a core priority for us.

We shared the story of 'Kate' when we appeared before the Joint Oireachtas Committee on Tourism, Culture, Arts, Sport and Media in May 2021. Kate's story was impactful and helped to illustrate the lived realities of children online along with the need children and young people have – and the right they ought to have – when they experience cyberbullying, to have such harmful content removed in a timely manner.



Kate's* Story

When Kate* (13) contacted Childline, she told us how she used to enjoy using various apps to stay in touch with her friends. That was before the bullying she faced moved online.

Now, lies were being spread about her by her so-called friends and other students were sending her horrible messages. Her phone kept ping to alert her to each nasty new thing being said.

Kate told Childline she had an urge to self-harm, as she felt it was the only way she could stop the cyberbullying. She had no escape and it was affecting every aspect of her life.

It was likely that every individual example of cyberbullying Kate endured, if reported in isolation, would not meet the investigation threshold of any platform. When viewed as a whole, however, the devastation they caused was very clear.

Stories like Kate's highlighted the real need for an individual complaints mechanism to be included in the Online Safety and Media Regulation Bill.

* Some details have been changed to protect the anonymity of the young person affected

We are appreciative of the support we got from PILA (Public Interest Law Alliance) last year. We were able to use the legal opinion we received to demonstrate that government is obliged to provide for an individual complaints' mechanism in its Online Safety and Media Regulation Bill.

We would also like to acknowledge the continued support and expertise we generously receive from our Online Safety Advisory Group for our work in driving change in this area.

Irish Safer Internet Centre: We were delighted to support Safer Internet Day 2021 with our partners in the Irish Safer Internet Centre as together we continued to raise awareness of online safety issues and develop key messages.

It was valuable to collaborate with CARI (Children At Risk in Ireland), ASSC (Accompaniment Support Services for Children), RCNI (Rape Crisis Network Ireland) and Safe Ireland in making a joint submission to the European Commission on delivering on initiatives for 2020–2025 as outlined in the EU Strategy for a more effective fight against child sexual abuse.

Research Partnership: We were delighted to partner with Technological University Dublin (TUD) and Hotline.ie in winning a research grant which will be led by TUD, who will develop a deployable tool that reveals the patterns of adults perpetrating online child sexual abuse and the children who are affected by such violence.

We look forward to the commencement of this collaboration next year, the learnings our combined data will give and the impact it will have for children.

Reform of the Family Justice System

Children whose parents are separating/ separated are not always afforded the opportunity to have their voices heard in matters that affect them. Therefore, we were pleased to have the opportunity to share the experiences of the children, young people, and families we support in our submission on the reform of the family justice system in February 2021. Our colleagues in our services teams contributed significantly to this work in terms of making sure the voices of these children and their stories were heard.

Following this submission, we were invited to be a member of the Voluntary Sector Advisory Group. This group's role is to consider and discuss various issues and feed into the Family Justice Oversight Group as it works to develop a high-level vision for the development of a national family justice system. We look forward to continuing to bring the voices of children to the table.

New Policy and Public Affairs Strategy

We embarked on developing our new policy and public affairs strategy that will see us continue to focus on online safety, along with mental health and working to prevent child abuse, into 2024. We are looking forward to bringing about meaningful change for children across these policy areas.

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

Financial Review, Management and Governance

FINANCIAL REVIEW

Our financial statements comprise our results for the year from 1 October 2020 to 30 September 2021.

The statement of financial activities and statement of financial position are set out on pages 51 to 52 respectively. The net deficit for the financial year, after depreciation, amounted to (€675,347), (2019/2020 surplus of €1,501,455).

In the context of a pandemic, this year again saw all charities struggle to raise funds. It was a year in which we could not engage with our loyal supporters in the ways we traditionally like to.

As a result of a prior emergency appeal, ISPC held a sufficient level of reserves to operate and thrive during the pandemic crisis this year.

MANAGEMENT

ISPC is managed by its 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 Governance, 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 ISPC, 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's and Directors' bios and committee involvements are outlined below.

Our President – Caroline Downey

Caroline Downey is the President of ISPC and was formerly a board member. Caroline has been involved in many facets of the entertainment and music industry for the last thirty-two years.

Caroline is a director of MCD, the largest music promoter 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 twenty 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 board since 2014. Declan has worked in the technology industry for over forty years and has spent the last twenty years running information technology 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.

Kevin McHugh, Director and Honorary Treasurer

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.

He is Chair of the organisation's Audit and Risk 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 ISPC 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 ISPC 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 ISPC 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 ISPC 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 child protection and safeguarding for over thirty years. She has been a member of the board since 2015.

Maureen King, Director

Founder and CEO of iTrust Ethics Ltd.

A recognised expert on retention of, access to and disclosure of data to law enforcement agencies with over twenty years experience in risk and regulatory compliance roles. She holds an Executive MBA from Dublin City University, a certificate in sustainable business strategy from Harvard Business School Online and is an accredited assessor of human rights principles with the Global Network Initiative.

She is chair of the advisory board of the Anti-Bullying Centre in DCU and of HalfTimeTalk Charity. Mary became a member of the board of ISPC on 4 November 2021.

Donal Quinn, Director

Donal Quinn served as a member of the Board until his retirement on 28 May.

Committee structure

Audit and Risk Committee

The Audit and Risk Committee is responsible for the oversight of the company's audit, control and risk management 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 work of the Committee included the reviewing and updating of the risk register to continue to embed risk management in the organisation and to improve the clarity of our disclosures in this annual report – to ensure that this report tells the story of ISPC.

The Committee was composed of the following members: Donal Quinn (Chairperson, resigned May 2021), Kevin McHugh (Chairperson, appointed May 2021), Declan Hughes and Mark Mulqueen (external member of the Committee). The Committee met four times in 2020/2021.

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 once in 2020/2021.

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), Mary Forde and Grace Kelly. The Nominations and Corporate Governance Committee met seven times in 2020/2021.

Attendance

The table below 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.

*Declan Hughes was appointed to the Audit and Risk Committee upon Donal Quinn's retirement.

**Donal Quinn retired from the Board and Audit and Risk Committee on 28 May 2021.

ATTENDANCES				
Meetings	Board	Audit and Risk Committee	Nominations and Corporate Governance Committee	Remuneration Committee
Declan Hughes, Chair	10/10	2/2*	7/7	N/A
Mary Forde, Company Secretary	9/10	N/A	7/7	N/A
Donal Quinn	7/7**		N/A	N/A
John Paul Donnelly	7/10	N/A	N/A	1/1
Grace Kelly	9/10	N/A	7/7	N/A
Patrick Barr	7/10	N/A	N/A	1/1
Sally Goodwin	8/10	N/A	N/A	0/1
Kevin McHugh	10/10	4/4	N/A	N/A
EXTERNAL MEMBERS OF COMMITTEES				
Mark Mulqueen	N/A	4/4	N/A	N/A

ADDITIONAL GOVERNANCE MATTERS

Guidelines, Legislation and Regulations

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

ISPCC has a conflict-of-interest policy in place, which applies to charity directors and members of the senior leadership team. A register to record any conflicts is also maintained.

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 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 Directors

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 ISPCC considers:

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

The board of ISPCC aims to appoint charity directors 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 ISPCC's purpose, aims and objectives.

Board Diversity

Recognising that board diversity is important to the board of 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 ISPCC's purpose relates and any special expertise an individual may have to ensure the board of ISPCC receives 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 ISPCC and a meeting with the Chief Executive and members of the Senior Leadership Team.

Risk Management

Risk management is a cornerstone of good governance and is critical in enabling and facilitating an organisation to meet its objectives. It is a central part of ISPCC's strategic management.

Effective risk management means that objectives are more likely to be achieved successfully. Risks to children and young people, income, reputation, safety and stakeholder confidence are among the risks that are protected and controlled within a functioning risk management system.

Risk is an active element of the environment within which ISPCC operates. ISPCC is committed to successfully managing the organisation's exposure to risk and to minimising its impact on the achievement of business objectives.

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 it to the board.

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
- Controls in place to mitigate the risk

Priority	Main risks the organisation works to mitigate	Controls we operate to mitigate these risks
1	Child protection and welfare	Management oversight, well developed policies and procedures, supervision and support structure, 24 hour manager on call.
2	Data protection and data privacy of our children and young people	GDPR compliance program is active. We have a data protection working group. Our data protection officer is in place.
3	Health and safety	Health and safety procedures, active health and safety committee. Covid taskforce in place.
4	Cyber security	Security controls, encryption, ongoing staff training, periodic review.
5	Fundraising targets not being met	Active fundraising team, monthly forecasting, pipeline management and risk assessment.

Internal Controls

The Directors have ultimate responsibility for the effectiveness of the system of internal controls in ISPC. 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
- Segregation of duties

GDPR

ISPC works continuously to ensure full compliance with the General Data Protection Regulations and the Data Protection Act 2014.

ISPC's Risk and Compliance Manager carries out the role of data protection officer for the organisation. No data breaches were reported to the Data Protection Commissioner in 2020/2021.

Risks and Uncertainties – Ongoing Concern and Covid-19

The board of ISPC 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 five months' operational costs as per the budget for the current year to safeguard the continuity of its service delivery to children and young people.

As of 30 September 2021, the ISPC had liquid reserves of € 3.3m, representing seven months operational costs. In accordance with the reserves policy of the ISPC, the ISPC will seek to retain reserves at a level of five months operational costs as per the budget for the financial year ahead.

2021 / 2022 is expected to be a challenging year in terms of income generation and it is the intention of ISPC, 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, ISPC moved to remote and working-from-home arrangements for all employees who were not deemed essential frontline workers for ISPC. This challenging workplace arrangement has remained in place for most of 2021.

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.

Vetting

ISPC 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 ISPC.

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 ISPC.

Our health, safety and wellness team meet throughout the year to monitor and pro-actively manage health, safety and welfare in ISPC.

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.

Stakeholder Engagement

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

Directors and secretary

The names of the individuals who were directors at any time during the year ended 30 September 2021 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 (Resigned 28 May 2021)
Grace Kelly
Kevin McHugh

Mary Forde acted as Company Secretary throughout the year.

Related Party Transactions

The company received a donation of €20,000 from the Quinn Family Foundation, a related party by virtue of a common director.

The company received management training and coaching on a pro-bono basis, from Barr Performance Coaching Limited, a related party by virtue of a 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 2021.

Post Balance Sheet Events

Since the year end, the company has issued a draft contract to sell its Head Office premises at 29 and 30 Lower Baggot Street.

The company has expressed an interest to buy a new premises using the proceeds of the sale.

ISPCC has agreed a licence to remain in the Baggot Street premises as a tenant for six months. The agreed sale price is not less than the net book value of the building. Accordingly, no revision of the figures included in the financial statements for the year ended 30 September 2021 has been made.

There have been no other 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.

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 330 and 332 of the Companies Act 2014:

- so far as each director is aware, there is no relevant audit information of which the company's statutory auditors are unaware, and
- 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



Director, Declan Hughes



Director, Kevin McHugh

DATE: 9 March 2022

Directors' 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



Director, Declan Hughes



Director, Kevin McHugh

DATE: 9 March 2022

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 2021 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 2021 and of its net expenditure 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.

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 on page 47, 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. 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.

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.



Aedin Morkan

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

Date: 9 March 2022

Statement of Financial Activities

Including an Income and Expenditure Account

		Year ended 30 September 2021			Year ended 30 September 2020		
	Notes	Restricted Funds €	Unrestricted Funds €	Total €	Restricted Funds €	Unrestricted Funds €	Total €
Income and endowments from:							
Donations and legacies	5	-	2,921,112	2,921,112	-	4,080,625	4,080,625
Charitable activities	5	180,000	1,519,439	1,699,439	422,000	1,798,536	2,220,536
Other trading activities		-	2,755	2,755	-	90,054	90,054
Investments		-	253	253	-	910	910
Total income and endowments		180,000	4,443,559	4,623,559	422,000	5,970,125	6,392,125
Expenditure on:							
Charitable activities	6	-	4,174,541	4,174,541	1,150	3,898,528	3,899,678
Raising funds	6	-	797,328	797,328	-	782,807	782,807
Other	6	154,992	172,045	327,037	154,992	53,193	208,185
Total expenditure	6	154,992	5,143,914	5,298,906	156,142	4,734,528	4,890,670
Net income / (expenditure)	7	25,008	(700,355)	(675,347)	265,858	1,235,597	1,501,455
Transfer between funds	15	(570,721)	570,721	-	-	-	-
Net movement in funds		(545,713)	(129,634)	(675,347)	265,858	1,235,597	1,501,455
Total funds brought forward	15	958,166	5,881,515	6,839,681	692,308	4,645,918	5,338,226
Total funds carried forward	15	412,453	5,751,881	6,164,334	958,166	5,881,515	6,839,681

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 54 to 69 form part of these financial statements.

Statement of Financial Position

		30 September 2021 €	30 September 2020 €
	Notes		
FIXED ASSETS			
Tangible assets	11	2,855,917	3,046,921
Financial assets	12	13,939	13,939
		<u>2,869,856</u>	<u>3,060,860</u>
CURRENT ASSETS			
Debtors	13	353,771	823,139
Cash and cash equivalents		3,375,051	3,414,802
		<u>3,728,822</u>	<u>4,237,941</u>
CREDITORS			
Amounts falling due within one year	14	(434,344)	(459,120)
NET CURRENT ASSETS			
		<u>3,294,478</u>	<u>3,778,821</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>6,164,334</u>	<u>6,839,681</u>
THE FUNDS OF THE CHARITY			
Unrestricted funds	16	5,751,881	5,881,515
Restricted funds	16	412,453	958,166
		<u>6,164,334</u>	<u>6,839,681</u>

The notes on pages 54 to 69 form part of these financial statements

On behalf of the Board of Directors

Declan Hughes

Declan Hughes

Kevin McHugh

Kevin McHugh

DATE: 9 March 2022

Statement of Cash Flows

	Notes	Year ended 30 September 2021 €	Year ended 30 September 2020 €
Cash flows from operating activities			
Net (expenditure) / income		(675,347)	1,501,455
Adjustments for:			
Depreciation	11	211,251	208,185
Net loss on sale of tangible assets		570	-
Investment income		(253)	(910)
Movement in debtors		469,367	(328,961)
Movement in creditors		(24,776)	76,735
Net cash (outflow) / inflow from operating activities		<u>(19,188)</u>	<u>1,456,504</u>
Cash flow from financing activity			
Investment income received		<u>253</u>	<u>910</u>
Cash flow from investing activity			
Acquisition of tangible assets		<u>(20,816)</u>	<u>(37,072)</u>
Net (decrease) / increase in cash & cash equivalents		(39,751)	1,420,342
Cash and cash equivalents at the beginning of the year		<u>3,414,802</u>	<u>1,994,460</u>
Cash and cash equivalents at the end of the year		<u><u>3,375,051</u></u>	<u><u>3,414,802</u></u>

Notes to the Financial Statements

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 2021.

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 Baginbun 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.

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.

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 ISPCCC 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.

g) 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.

h) Taxation and deferred taxation

The entity is a registered charity (number 5102). All of its activities are exempt from corporation taxation.

i) 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.

	Rate %
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.

j) 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.

k) Operating leases

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

l) 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.

m) 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.

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.

n) 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.

4. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

The company makes judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are 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 twelve months from the date of the financial statements. The executives have prepared budgets and cashflows for a further six months and these have been reviewed by the Audit and Risk Committee. Together these 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 ISPC have no current going concern issues

and expect the ISPC to remain viable and solvent for the foreseeable future. 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 €2,856k (2020: €3,047k) (See Note 11).

5. INCOME AND ENDOWMENTS

	Year ended 30 September 2021 €	Year ended 30 September 2020 €
a) Donations and legacies		
Donations	2,444,612	3,867,766
Legacies	476,500	212,859
	<u>2,921,112</u>	<u>4,080,625</u>

5. INCOME AND ENDOWMENTS (continued)

All income from donations and legacies is unrestricted.

	Year ended 30 September 2021 €	Year ended 30 September 2020 €
b) Charitable activities		
Service payments		
TUSLA Dublin	154,399	154,399
TUSLA Galway	27,902	27,902
TUSLA Cork	93,876	79,402
TUSLA Limerick	37,500	37,500
TUSLA Mayo	42,277	38,277
TUSLA Clare	50,000	50,000
TUSLA Louth	70,000	67,000
TUSLA Cork Participation Project	-	11,500
TUSLA Parenting Lead Role	79,000	34,500
TUSLA Cavan & Monaghan	65,000	110,000
TUSLA CYPSC	4,063	-
	<u>624,017</u>	<u>610,480</u>
Funding from statutory bodies		
National Office for Suicide Prevention HSE	209,583	208,592
DCEDIY* – Monaghan Project	40,035	52,384
DCEDIY – Missing Children	89,120	90,456
Department of Justice – Internet Safety	13,250	22,655
Regional Drug Task Force payments		
– Wicklow RDTF HSE	90,000	90,000
– RDTF NE 13 HSE	50,863	50,537
DCEDIY – Cavan Bounce Back Service	97,110	70,417
QCBI**	-	-
DCEDIY – Include Project Cavan Monaghan	19,274	31,259
DCEDIY – Capital grant – Cavan Monaghan	-	-
DCEDIY – Emergency funding for Childline re Covid 19	-	375,000
DCEDIY Learning Together Fund	10,000	-
Silver Cloud – HSE	50,000	-
HSE	250	-
	<u>669,485</u>	<u>991,300</u>

5. INCOME AND ENDOWMENTS (continued)

	Year ended 30 September 2021 €	Year ended 30 September 2020 €
Other charitable income		
– Healthy Ireland Foundation Pobal	37,177	58,328
– Daffodil Care Foundation	50,000	50,000
– Other	138,760	88,428
– Vodafone (<i>restricted</i>)	180,000	422,000
	<u>405,937</u>	<u>618,756</u>
Total income from charitable activities	<u>1,699,439</u>	<u>2,220,536</u>

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

**QCBI – Quality & Capacity Building Initiative.

All income from charitable activities is unrestricted unless otherwise indicated.

6. EXPENDITURE

	Year ended 30 September 2021		
	Restricted Funds	Unrestricted Funds	Total
	€	€	
a) Charitable activities			
Salary costs	-	2,733,040	2,733,040
Direct costs	-	1,077,195	1,077,195
Support costs	-	364,306	364,306
	-	4,174,541	4,174,541
b) Raising funds			
Salary costs		559,779	559,779
Direct costs		162,932	162,932
Support costs		74,617	74,617
	-	797,328	797,328
c) Other			
Depreciation	154,992	56,259	211,251
Loss on disposal		570	570
Strategy investment		115,216	115,216
	154,992	172,045	327,037
TOTAL	154,992	5,143,914	5,298,906

6. EXPENDITURE (continued)

	Year ended 30 September 2020		
	Restricted Funds €	Unrestricted Funds €	Total
a) Charitable activities			
Salary costs	-	2,613,571	2,613,571
Direct costs	1,150	1,077,722	1,078,872
Support costs	-	207,235	207,235
	1,150	3,898,528	3,899,678
b) Raising funds			
Salary costs	-	582,601	582,601
Direct costs	-	157,760	157,760
Support costs	-	42,446	42,446
	-	782,807	782,807
c) Other			
Depreciation	154,992	53,193	208,185
	154,992	53,193	208,185
TOTAL	156,142	4,734,528	4,890,670

6. EXPENDITURE (continued)

ALLOCATION OF SUPPORT COSTS

	Year ended 30 September 2021		
	Charitable activities €	Raising funds €	Total
Accountancy costs	15,313	3,137	18,450
IT costs	318,971	65,331	384,303
Governance costs	<u>30,022</u>	<u>6,149</u>	<u>36,172</u>
	<u>364,306</u>	<u>74,617</u>	<u>438,925</u>

	Year ended 30 September 2020		
	Charitable activities €	Raising funds €	Total
Accountancy costs	15,313	3,137	18,450
IT costs	165,799	33,959	199,758
Governance costs	<u>26,123</u>	<u>5,350</u>	<u>31,473</u>
	<u>207,235</u>	<u>42,446</u>	<u>249,681</u>

7. NET INCOME / (EXPENDITURE)

	Year ended 30 September 2021 €	Year ended 30 September 2020 €
Net income / (expenditure) is stated after charging:		
Auditor remuneration (including VAT) – statutory audit services	18,450	18,450
Depreciation	211,251	208,185
Net loss on disposal of fixed assets	571	-
Operating lease payments	<u>177,266</u>	<u>237,005</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 2021 €	Year ended 30 September 2020 €
Salaries	3,025,012	2,879,755
Pension	34,381	5,000
Redundancy costs	17,760	6,504
Social welfare costs	<u>320,441</u>	<u>304,913</u>
	<u>3,397,595</u>	<u>3,196,172</u>

The average monthly number of salaried persons (including temporary fundraising staff) employed by the company in the year was 100 (2020: 92). An analysis of employee numbers at the year end is as follows:

	30 September 2021 Number	30 September 2020 Number
Services to children	87	80
Fundraising	12	11
Administration	1	1
	<u>100</u>	<u>92</u>

9. EMPLOYEES AND REMUNERATION (continued)

The company employs sessional staff to provide services only as required. The full-time equivalent staff numbers employed in the year was 81 (2020: 75).

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

	30 September 2021 Number	30 September 2020 Number
€50,001 – €60,000	2	5
€60,001 – €70,000	3	2
€70,001 – €80,000	2	3
€80,001 – €90,000	2	1
€90,001 – €100,000	-	-
€100,001 – €110,000	-	-
€110,001 – €120,000	1	1

Key management compensation:

The compensation paid to key management personnel (which comprises 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 2021 for planning, directing and controlling the charity is €483,198 (2020: €503,025).

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 (2020: €Nil).

11. TANGIBLE ASSETS

	Freehold properties €	Leasehold properties €	Fixtures & fittings €	Computer equipment €	Total €
Cost					
At 30 September 2020	2,611,066	82,650	367,521	1,621,088	4,682,325
Additions	-	-	2,582	18,233	20,815
Disposals	-	-	(149,830)	(546,095)	(695,925)
At 30 September 2021	<u>2,611,066</u>	<u>82,650</u>	<u>220,273</u>	<u>1,093,226</u>	<u>4,007,215</u>
Depreciation					
At 30 September 2020	176,176	73,352	332,749	1,053,127	1,635,404
Charge for the year	26,112	2,436	7,163	175,540	211,251
Disposals	-	-	(149,258)	(546,099)	(695,357)
At 30 September 2021	<u>202,288</u>	<u>75,788</u>	<u>190,654</u>	<u>682,568</u>	<u>1,151,298</u>
Net book value					
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>
At 30 September 2021	<u>2,408,778</u>	<u>6,862</u>	<u>29,619</u>	<u>410,658</u>	<u>2,855,917</u>

12. FINANCIAL ASSETS

	2021 €	2020 €
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

	2021 €	2020 €
Amounts falling due within one year		
Debtors and pre-payments	353,771	823,139

All debtors are due within one year.

14. CREDITORS

	2021 €	2020 €
Amounts falling due within one year		
Trade creditors and accruals	212,093	261,297
PAYE/PRSI	76,751	72,360
Deferred income (Note 15)	145,500	125,463
	434,344	459,120

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.

15. DEFERRED INCOME

	2021 €	2020 €
At 1 January	125,463	113,064
Credited to Statement of Financial Activities	(25,463)	(113,064)
Deferred during the year	45,500	125,463
At 31 December	145,500	125,463

Money received during the year of €45,500 did not meet the criteria for recognition as income and has been deferred to future years.

16. FUNDS OF THE CHARITY

	Restricted funds 2021 €	Unrestricted funds 2021 €	Total 2021 €
Balance at beginning of year	958,116	5,881,515	6,839,681
Income for the year	180,000	4,394,277	4,623,559
Expenditure for the year	(154,992)	(5,094,632)	(5,298,906)
Transfer between funds	(570,721)	570,721	-
Balance at end of year	<u>412,453</u>	<u>5,751,881</u>	<u>6,164,334</u>
Fund balances are represented by:			
Fixed assets	387,465	2,468,452	2,855,917
Current assets	24,988	3,717,773	3,742,761
Current liabilities	-	(434,344)	(434,344)
Net assets	<u>412,453</u>	<u>5,751,881</u>	<u>6,164,334</u>

The transfer from restricted funds to unrestricted funds pertains to the utilisation of restricted funds in previous years which was classified as unrestricted expenditure.

In respect of the prior year

	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	(156,142)	(4,734,528)	(4,890,670)
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	-	(459,120)	(459,120)
	<u>958,166</u>	<u>5,881,515</u>	<u>6,839,681</u>

17. PENSION SCHEME

Staff who joined the ISPCCC 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:

	2021 €	2020 €
Due within one year	82,195	81,285
Due between one year and five years	222,221	285,648
Due after five years	94,421	174,972
	<u>398,837</u>	<u>541,905</u>

19. RELATED PARTY TRANSACTIONS

The company received a donation of €20,000 from the Quinn Family Foundation, a related party by virtue of a common director.

The company received management training and coaching on a pro-bono basis, from Barr Performance Coaching Limited, a related party by virtue of a common Director.

20. POST BALANCE SHEET EVENTS

Since the year end the company has issued a draft contract to sell their Head Office premises at 29 and 30 Lower Baggot Street.

The company has expressed an interest to buy a new premises using the proceeds of the sale. ISPCCC has agreed a licence to remain in the Baggot Street premises as a tenant for six months. The agreed sale price is not less than the net book value of the building. Accordingly, no revision of the figures included in the financial statements for the year ended 30 September 2021 has been made.

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

21. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the directors on 9th March 2022.



**Supporting Children,
Strengthening Resilience**

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