

# Annual Report and Financial Statements

– Building a nation of resilient children

for the year ended 30 September 2023

THE IRISH SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN



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# Directors and other information

Kevin McHugh  
(Chairperson)

Daragh MacAogain  
(Appointed 26th Jan 2023)

Patrick Barr

Donal Murphy

Sally Goodwin

Michael O'Donovan  
(Appointed 27th April 2023)

Mary Forde  
(Retired 30th March 2023)

Mary Clarke  
(Appointment date 29th June 2023)

Maureen King

Julie Wells  
(Appointed 28th September 2023)

Grace Kelly

Ian Brennan

## **PRESIDENT**

Caroline Downey

## **CHIEF EXECUTIVE**

John Church

## **SECRETARY AND REGISTERED OFFICE**

Simmons & Simmons  
Waterways House  
Grand Canal Quay  
Dublin

## **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	Allied Irish Bank
2 College Green	62 St. Brigid's Road
Dublin 2	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 2022–September 2023.

As we enter the final year of our current strategy, it is worth reflecting on the successful year we have had. Our current strategy aims to reposition Childline as the umbrella service offering for all children and not just those in crisis. To this end, we have made great strides in positioning Childline as a go-to digital intervention in the mental health and well-being of children and young people.

We have also evolved our language around our core values and introduced what we are calling the “Spirit” of the ISPCC. That is, to place children at the heart of everything we do. Our core values that are embedding into our people and work are captured in the mnemonic COPE;



From a service perspective, this year was all about scaling up the new digital services that road tested successfully during the Covid period, as we aim to be there for every child. The new online services, hybrid delivery of therapeutic interventions and community and schools' programmes that were piloted last year have all proven to be highly effective interventions in building children's coping capacity.

As children and young people exited the Covid period, we continued to see a concerning level of mild to moderate anxiety. Our digital mental health programme, “Space from Anxiety”, was introduced to address some of these concerns. It has proven to be very effective in lowering anxiety levels. Our “Supporting an Anxious Child and Teen” programmes for parents and carers have also seen significant engagement, demonstrating the need for these in our community.

Our Childline 24 hour listening service remains a core and unique part of our offering to children and young people and the last year has been no exception. Whilst our new digital services are helping us broaden our reach to new users, our 24-hour listening service remains a constant in the support for those who need a listening, non-judgmental ear.

Our new ‘Smart Moves’ programme, a resilience-building schools programme designed for 5th and 6th class in primary schools, continued to grow, reaching every county in Ireland. Smart Moves is now available in the Irish language, increasing accessibility to this important service and to top-of-mind awareness of the Childline service.

Fundamental to the sustained delivery of our services is the ability to raise significant funds each year. We continued to rely on public donations for approximately 70% of our income. However the thorough review of our fundraising strategy last year has paid dividends and sets us up well for the coming years. We implemented the changes identified in this review, changes that were required in order to achieve our ambitious fundraising growth

expectations. Success here was evidenced in our increased presence in the community, new corporate partnerships and a greater presence online where our digital fundraising expertise is bringing our story to new audiences.

We would like to pay a huge tribute to our committed Childline Listening Service volunteers for the difference they made in the lives of children and young people across Ireland on every shift. This year our volunteers not only delivered thousands of hours of listening, but also embraced our new Space from Anxiety programmes as a core part of our service offering to children.

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. They helped us raise significant funds to ensure we could remain there for every 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 the National Office for Suicide Prevention, the National Drugs Taskforce 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 Risk and Compliance 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. This year the organisation achieved the Triple Lock status awarded by Charities Institute Ireland in recognition of best in class governance.

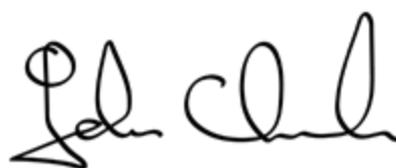
The ISPCC is for children. It advocates on their behalf, to help make Ireland a better place to grow up. Online safety continued to be a primary area of focus for the ISPCC in this period. This year we welcomed the appointment of the new Coimisiun na Meán which was established further to the Online Safety and Media Regulation Bill, an important legal framework which the ISPCC campaigned for heavily over the last few years. This supports our call for a safe online landscape in our pursuit to safeguard children from harmful content and behaviours.

We are grateful to all our colleagues of the board of the ISPCC who created time and space to assist, particularly in this challenging period. We are also very grateful to the President of the ISPCC, Caroline Downey, for her outstanding generosity to the work of the organisation.

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



Kevin McHugh | Chairman



John Church | Chief Executive Officer

# Year At a Glance: Services Information

## Childline Listening

# 107,546

answered contacts



## 72,465

Phone calls answered



## 31,002

Live Chat answered



## 4,079

Text conversations

Volunteer Hours provided:

Childline Listening: **23,560**

Fundraising volunteers: **3,234**

Board Directors: **282**.

Total hours volunteered: **27,076**.

Childline.ie users have grown to 254,678 users representing an increase of 145,296 from previous year.

Ask Alex received 858 questions representing an increase of 64% from the previous year.

### Childline Therapeutics

- We supported 477 individual children and families through our CTSS service and achieved a 99% satisfaction rating on service evaluation
- 351 individuals engaged in our iCBT (digitally based Mental Health and Wellbeing programmes) and there was a 98% satisfaction rating across all three digital programmes

### Smart Moves:

Now in its third year, the Smart Moves Programme is being delivered in schools across the 26 counties of Ireland.

This programme is now available as Gaeilge and registrations for this programme are open to Gaelscoileanna nationally.

The Smart Moves Programme expanded to secondary schools where we now have 95 secondary schools registered to deliver the programme in the 23/24 academic year.



### Shield:

The Shield Anti Bullying Programme now has 135 organisations registered to complete the programme. Of these, 135 registered organisations 56 have achieved the ISPCC Shield Status which equates to 15,976 children and young people being positively impacted across the country.

### Outreaches:

The Community Engagement team increased the organisational outreach activity in the year, with over 4,400 young people in attendance.

### Webinars:

As part of the ISPCC's continued digital service offering, the Community Engagement Team ran three webinars in the year reaching 4,878 young people.

# Who we are: Our Purpose, Our Vision, Our Mission

The 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-centred 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:

The ISPCC is for children. We are here to build a nation of resilient children.

## Our Vision:

That every child has the skills to cope with life's ups and downs.

## Our Mission:

That every child who wants to connect with us, can, when and how they want to.

## Our Spirit:

Is to place children at the heart of everything we do.

**Our Spirit Behaviours is to act with COPE:**



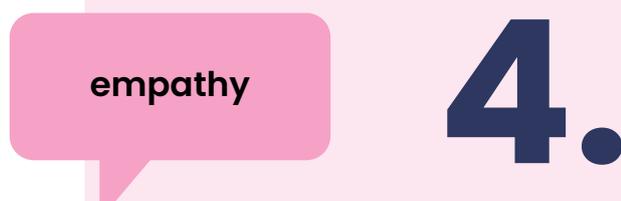
**Courage – challenging the status quo in the best interests of children.**



**Openness – Be guided by strong ethical principles.**



**Passion – Be determined to enhance children's lives.**



**Empathy – Listen with a non-judgemental ear.**

# Our Strategy Implementation

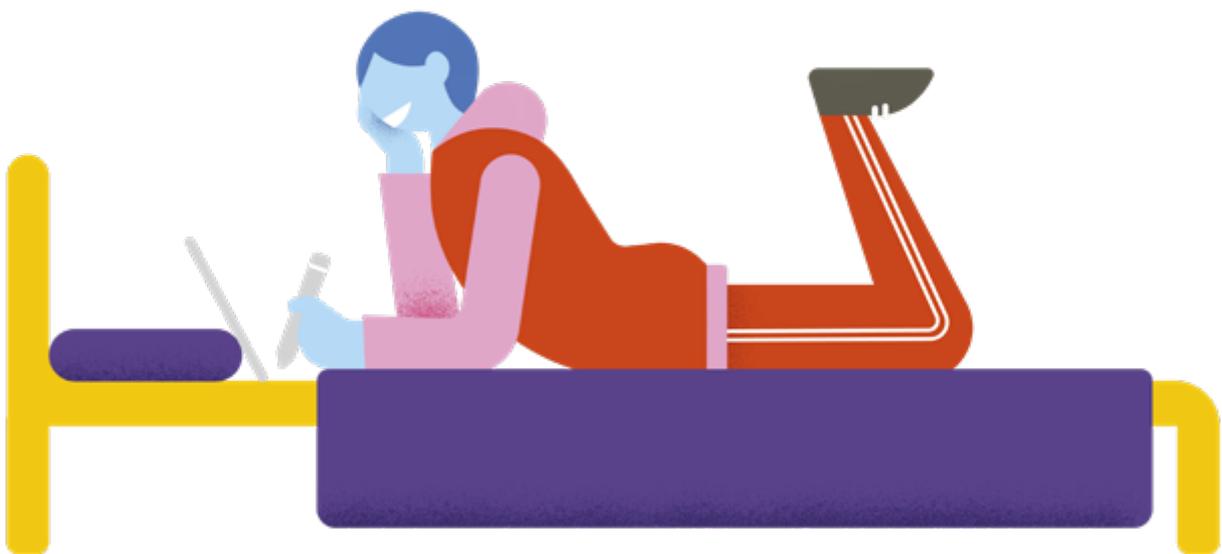
**This year saw the continuation of our strategy in action, central to which is the creation and delivery of support services through digital channels.**

All our digital services proved very successful with engaging children and young people and the coming year will be one of continued scaling up to achieve our overall goal of being there for every child, no matter what their need. The learnings and insights from our Childline data have been instrumental in the design of appropriate and effective Childline services and we now have a wider range of effective interventions for the mental health and wellbeing challenges that our children and young people experience nowadays.

All of our frontline services for children and young people are now branded as Childline.

Alongside our 24-hour active listening service, this year saw our work scale up across all platforms, communication channels and touch points to ensure increased awareness of our availability for children. Our bright, visual identity and branding has proven very popular with children and the creation of new and engaging content for Childline.ie is paying dividends.

Our guided digital self-care range of programmes has integrated well within Childline and is anticipated to be a significant growth area for the ISPCC in the coming years. The continued enhancement of Childline.ie and the supports we provide to parents and carers on ISPCC.ie are key deliverables for the coming year. The coming year will also see our schools and community programmes increase our awareness and presence which will also support our fundraising goals.





## Progress Against Our Strategy 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.
- We have also achieved an expansion of services through:
  - › Smart Moves Programme – this programme, which is being delivered in all 26 counties across the country, has now been translated into Irish and will be available to Gaelscoileanna in the 23/24 academic year.
  - › Smart Moves has also expanded into secondary schools where 95 secondary schools have signed up to deliver the 1st year programme in the 23/24 academic year.
  - › The Shield programme now has 135 registered organisations and of these 56 have achieved Shield Status.
- We continued to increase and expand our reach through our Digital Mental Health and Wellbeing programmes, developed providing accessible CBT (Cognitive Behavioural Therapy) based interventions to children and young people with anxiety and parents of children and young people with anxiety. We

worked with 351 individuals through this programme achieving a 98% satisfaction rating.

#### 2. Create Strong Brand Positioning

- We invested in a media relations software system that allows us to distribute our key messages in a more time – and cost-effective manner, increasing our overall reach.
- We have begun to redevelop Childline.ie by creating a North Star strategy and roadmap that will ensure that Childline.ie becomes a digital ally for children and young people in Ireland.
- We created the Childline Futures Panel to ensure that children and young people guide our work and remain at the heart of all we do.
- We created the first digitally led social campaign focused on reminding children and young people that Childline is here for them anytime and for any reason.

#### 3. Build Financial Sustainability

- Implementation of our new Community Fundraising strategy to reach more donors in Ireland.
- Successfully rolled out several new fundraising

activities that align with our values and mission.

- Continued to develop the skills within the fundraising team and invested in new areas of fundraising including digital.
- Engaged with thousands of donors across the country in a meaningful and transparent way through a robust donor stewardship programme.

#### **4. Develop a Responsive Organisation**

- 2022 – 2023 experienced the greatest cultural shift in ISPCC with the opening of the ISPCC’s new National Hub in Harbour Square, Dun Laoghaire. This momentous event coincided with the return to working in person and working in a hybrid way, providing state of the art therapeutic rooms, Childline listening and space for all, facilitating greater collaboration and providing a greater level of service delivery for children.
- Over the past 24 months we have accelerated our Organisational Design (OD) in Fundraising, replaced and redesigned ten roles, attracted top potential talent into the organisation with new skills and competencies, including digital and have successfully built a motivated fundraising team who are highly engaged in their work.
- We have built a positive culture across the organisation, with the team’s engagement improved to 94%.
- We continue to work to embody a one team ethos where our Childline volunteers and employees across functions are engaging and working together sharing insights across the organisation so that we can build a nation of resilient children.

#### **5. Play a Major Role in Influencing Policy Landscape**

- Influential in advocating for the future provision of an individual complaints mechanism in the Online Safety and Media Regulation Act 2022 and building

a relationship with Ireland’s first Online Safety Commissioner.

- Participated in a successful Safer Internet Day event with our partners at the Irish Safer Internet Centre, focusing on cyberbullying.
- Presented evidence to a Government committee on children and young people’s mental health support in primary and post-primary education.
- Commenced work on the Expert Panel Review Group for implementing key recommendations from ‘Supporting a Victim’s Journey’ with colleagues from An Garda Síochána and the Office of the Ombudsman for Children.
- Continued to build and strengthen relationships at EU and International level to combat child sexual abuse online.
- Was successful in a research application with TU Dublin to Science Foundation Ireland’s National Challenge Fund with our project proposal GroSafe, aiming to develop a technology-enabled solution to build societal resilience to child grooming.

#### **6. Advance Our Governance Model**

- Our board signed off on full compliance with the Charities Governance Code of the Charities Regulator.
- We were accredited the Triple Lock standard of the Charities Institute Ireland.
- Our GDPR compliance project has moved to “business as usual” and is embedded in the organisation.
- We operate an active risk register fully embedded in our management process and business plan monitoring.
- External DPO engaged.

# 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 2022 to 30 September 2023.

- The ISPCCC is constituted as a company limited by guarantee. The company is a registered charity under the Charities Act 2009 (Registered Charity Number 20007225) and holds Revenue Commissioner Charitable Status (CHY 5102).
- This report incorporates statutory requirements as outlined in the Companies Act 2014. The Charities SORP (FRS 102) is not yet mandatory in the Republic of Ireland and the Irish Charities Regulatory Authority (CRA) has not yet prescribed accounting regulations for Irish charities. In the absence of such prescriptive guidance, the Trustees have been early in adopting the Charities SORP (FRS 102) which is considered best practice.
- The governing document of the ISPCCC is its constitution, which is available on its [website](#).



# Objectives, activities and future plans

## We place children at the heart of everything we do.

The ISPCCC has evolved dramatically over the course of the last year. As childhood has changed for our users, we have evolved the suite of services to provide support to children, young people and families across Ireland. Our core values of COPE are becoming a living, breathing ethos within our organisation and our Spirit is to place children at the heart of everything we do. In the coming years we will continue to seek new ways for children to access our Childline Listening Service, Childline Therapeutic Support Service and Childline Community Engagement Services.

As the world evolves around children, we will continue to promote children's rights and seek to effect policy and legislative change to enhance the lives of children and young people.

Whilst our funding from statutory bodies has increased lately, we still need to generate close to 70% of our income through a range of sources – by fundraising in communities, online, through individual supporters and corporate partners.

## Our Future Plans

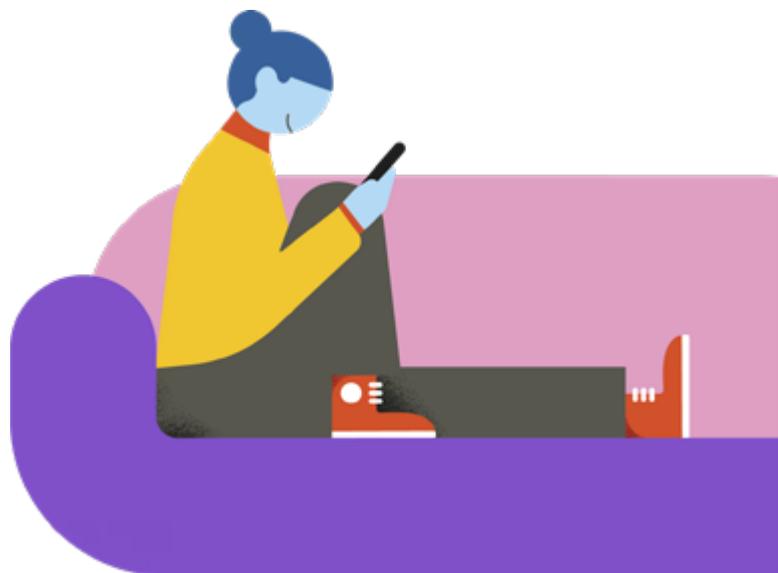
In 2023/2024, we will continue with our journey of delivering a range of online services, hybrid therapeutic interventions, 24-hour listening service, Digital mental health and wellbeing programmes and community and schools' programmes, all under the Childline brand.

Continuing to deliver services digitally will ensure that we make progress against our goal of being there for every child and young person, whatever the reason. Our key goal is that children can engage with us when and how they feel most comfortable.

Our services will remain focused on prevention and early intervention to support children, families and communities in strengthening their coping capacities.

We will continue our repositioning and awareness building work with the intention of ensuring that children and young people are aware of the supports available. This will be realised by:

- Consistently promoting Childline's 24-hour support service with campaigns focused on 'unveiling the conversations' children and young people have so as to encourage others to reach out for any reason that may be on their mind.
- Publishing and promoting relevant, engaging and informative content guided by insights from children and young people.
- Enhancing the experience of visitors to Childline.ie and ISPCCC.ie.
- Increasing our presence in schools, clubs and communities.
- Enhancing our share of voice in media relating to our key policy areas, service provision and insights from our work with children, young people and families.
- Listening to children, young people and families so that we continue to innovate and explore new access points for our users to engage with our services.



# Achievements and performance

## Services and outcomes

### Childline Listening Service

Childline is an active listening service and is available to young people online and by phone 24 hours a day, 365 days a year. Childline provides a listening and non-directive service for all children and young people in Ireland up to and including those aged 18 years.

We are non-problem focused which means young people do not need to have an issue or particular reason to call us. We show empathy by listening to children in a non-judgemental way to build trust in our engagements with all children.

We encourage all young people to reach out and talk, and it is our belief that talking is a key tool in building resilience and coping capacities in young people.

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 Teen line. All these services are free to the service user.

Childline is currently delivered from six separate Childline units across the country located in Dun Laoghaire, Drogheda, Cork, Limerick, Galway and Castlebar in Co Mayo.

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

### Key Insights:

In the period of October 2022 to September 2023, the Childline Listening Service responded to fewer telephone calls but experienced a large increase in engagements online via the Childline chat service. The Ask Alex service also experienced an increase in demand for its services.

**Childline Phone Service:** Childline received a total of 87,867 calls in this period which represents a decrease of 25,639 calls received from the previous year. Interestingly the % of calls that involved a two-way interaction remained steady and in total the service answered 72,465 representing an 84% call answering rate (CAR) for this 12-month period (CAR for previous 2 years was also 84%).

**Childline Chat Service:** The chat service responded to 31,002 live chat engagements which represents almost 95% increase on the previous 12 months (15,871) and 4,079 text engagements respectively.

We have also experienced continued growth with the Childline.ie website with 254,678 users which represents an increase of 145,296 users from previous year.

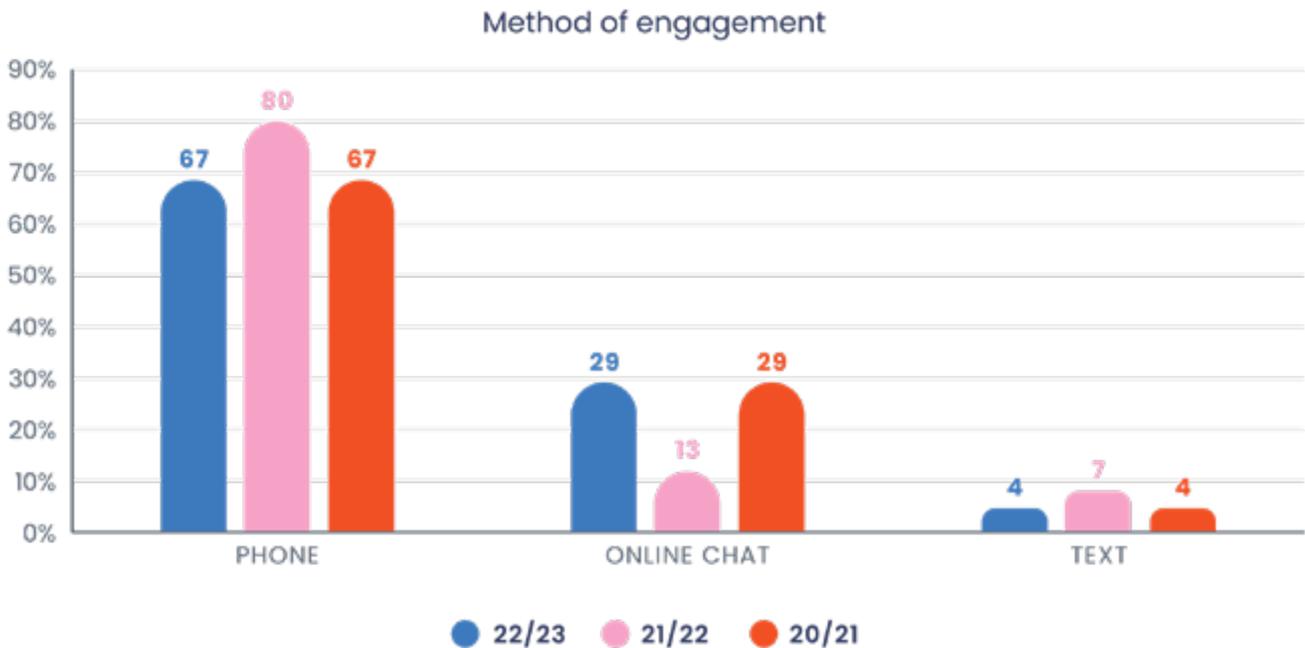
### Method of Engagement with Childline Services:

Over the past year we have seen, as expected, a reduction of engagements in the phone service. However, we have seen growth in the online chat service.

The text service ceased operation in January 2023 (week 15). This decision was out of our control because our text service provider was no longer able to provide the service. The ISPCC has ambitions to reintroduce this service in the future with an alternative provider.

### Method of Engagement with Childline Services:

Over the past year we have seen, as expected, a reduction of engagements in the phone service. However, we have seen growth in the online chat service.



### Topics Spoken About in Childline:

While young people do not need a particular reason to contact us, the key areas and top five topic areas spoken about by children and young people remained very similar to the

previous two years with Family Relationships and Mental and Emotional Health being in the top three areas discussed over three years.

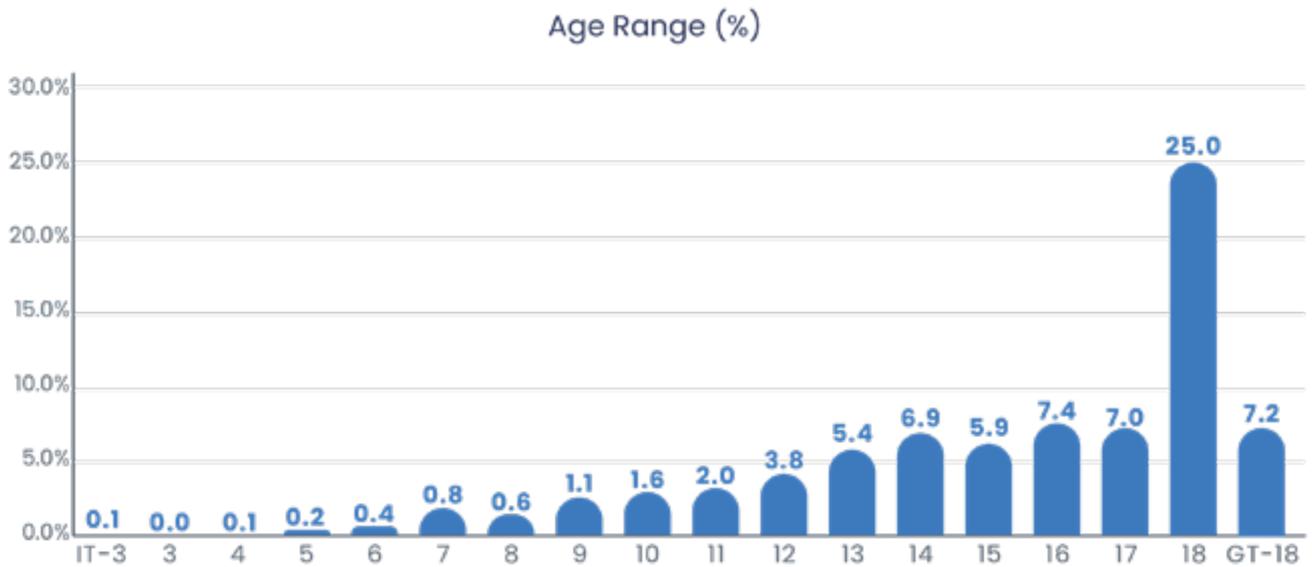
Year: 20/21	Year: 21/22	Year: 22/23
<ul style="list-style-type: none"> <li>• Everyday life: hobbies and interests</li> <li>• Family relationships</li> <li>• Mental and emotional health</li> <li>• Sex, relationships and puberty</li> <li>• Friendships and peer relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Family relationships</li> <li>• Mental/emotional health</li> <li>• Everyday life – hobbies and interests</li> <li>• Friendship and peer relationships</li> <li>• Sex, relationships and puberty</li> </ul>	<ul style="list-style-type: none"> <li>• Family Relationships</li> <li>• Mental/Emotional Health</li> <li>• Friendship/Peer Relationships</li> <li>• Sex, Relationships &amp; Puberty</li> <li>• School/College/Education</li> </ul>

In July of 2023, we introduced sub profiles across all profiles. This showed that of all two-way interactions in Childline, 26% of all interactions across the phone and chat service involved a mental health and wellbeing component.

### Age Profile and service preference:

The most common age profile of service users accessing the listening service were between 13 and 18 years of age.

Children under the age of 13 showed a preference for contacting us by phone, while those aged 14 to 18 showed a preference for seeking support online.



### Ask Alex

Alex 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.

There has been a substantial increase in questions to Ask Alex over the last three years with Family Relationships and seeking information on Childline being quite consistent as a key question area each year.

In 2022/2023 Ask Alex received 858 questions representing an increase of 549 questions (64%) from the previous year.

**The top 7 topics being asked over the past three years:**

	Top Profiles 2022/2023 858 Questions Received	Top Profiles 2021/2022 309 Questions Received	Top Profiles 2020/2021 102 Questions Received
1	About Me	About Me	About Childline
2	About Childline	About Childline	Suicide
3	Family Relationships	General everyday questions	Abuse
4	Miscellaneous	Family Relationships	Family Relationships
5	Sexuality/ Relationships	Suicide	Anxiety
6	Mental Health	Abuse	Sexual Abuse
7	Friendships	Friendships	Fundraising enquiries

**Volunteers:**

The ISPCC values the role that volunteers play within the organisation, principally in Childline Listening, but also in assisting other departments across the entire organisation.

Volunteers are the epicentre to providing the Childline service, and 2022/ 2023 witnessed the recruitment and training of over 70 new volunteers across the regions.

In the past 12 months Childline Listening volunteers provided 23,560 hours + Fundraising volunteers hours: 3,234 + Board Directors hours: 282 = 27,076 hours of service in total to the ISPCC.





**Childline Therapeutic Support Service:**

Our Childline Therapeutic Support Service (CTSS) works with children and young people (up to 18 years of age) and their families. We provide children and young people with 1:1 therapeutic support when they are experiencing difficult or traumatic times. With every young person, we work towards increasing their resilience and coping capacity. Our ethos is built on the values of Courage, Openness, Passion and Empathy.

The CTSS works to realise our vision by providing a range of independent and unique services to children and families that are supportive, preventative and empowering in nature.

Our service utilises the Edith Grotberg model of psychological resilience, focusing on 3 particular outcome areas:

1. Self-Esteem
2. Self-Regulation
3. Social support

Our work identifies the young person’s strengths and needs, developing their resilience and focusing on positive individualised goals they would like to achieve. Our service approaches therapeutic work through a trauma informed lens; and a clear understanding of Adverse Childhood Experiences (ACEs) is core to our value of empathy and our reflective practice.

All support sessions with the young person are taken at their pace and weekly sessions are constructed to be as productive as possible. At the beginning of our support work, the child/

young person is asked to give their honest and open thoughts on how they feel and what they would like to see change. They are encouraged to be as interactive as they are comfortable with, to increase their sense of ownership of the support being offered.

We look to set realistic and achievable goals with the young person, and following this we build a tailor-made intervention programme to help the young person meet their desired goals.

When the support work ends, we ask the young person to reflect how they feel and what benefits or positive changes they think have happened for them. We get this feedback in several ways, either verbally or written in our evaluation tools. This commitment to receiving feedback enhances our ability as an organisation to build a highly responsive consultation process with young people. Furthermore, it allows our service to be as strong and reflective of young people's needs as can be. This level of feedback is instrumental to our services, displays our commitment to being courageous, open and empathetic in our approach which are key values of the ISPCC that guides our work.

## Service Area

We provided therapeutic support interventions to 342 new clients. This represents a reduction of 14 clients when compared to the previous year. From the table below it is clear that with the gradual increase of face-to-face work (following Covid) more therapeutic sessions were held in the child and family's home rather than online. This has meant that, overall, fewer children and families were seen in 22/23. It is very important, however, that children and families have a choice on their preferred method of engagement.

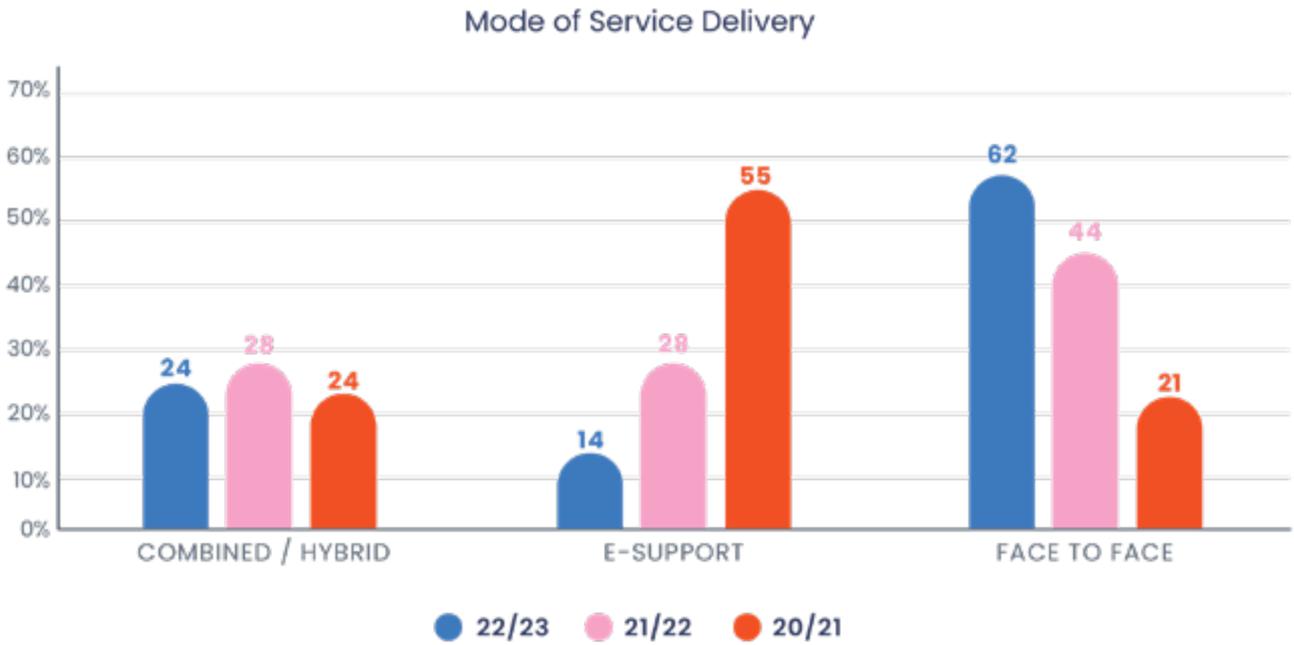
A total of 97 children and young people benefitted from our tracking service whereby we follow up with a young person who finished their support work with us six months previously. This tracking session gives us the opportunity to check in on the child/parent and on some occasions following this tracking session, we may assess that the client may need a top up support or a brief Intervention. A total of 16 of those young people benefitted from a brief intervention and a further 12 more received top up support sessions.

Service Area	Number of Individuals 20/21	Number of Individuals 21/22	Number of Individuals 22/23
New cases Opened October to September	292	354	342
Cases carried over from previous year	139	24	18
Total Individual cases	431	378	360
Tracking		107	97
Top up Support (1-2 sessions)	41	19	12
Brief Intervention (4+ sessions)	44	15	16
Children and families from Ukraine (Group work sessions)			20
<b>Total</b>	<b>516</b>	<b>485</b>	<b>477</b>

## Method of Engagement

We continued to offer online digital based support (55%), face-to-face (21%) or a combination of both face-to-face and digital support (24%). Face-to-face work increased in 2022 as the country emerged

from Covid, however our online support and the combination of these support services, remains strong with 38% of all clients opting for e-therapeutic support or opting to do both face-to-face and online.

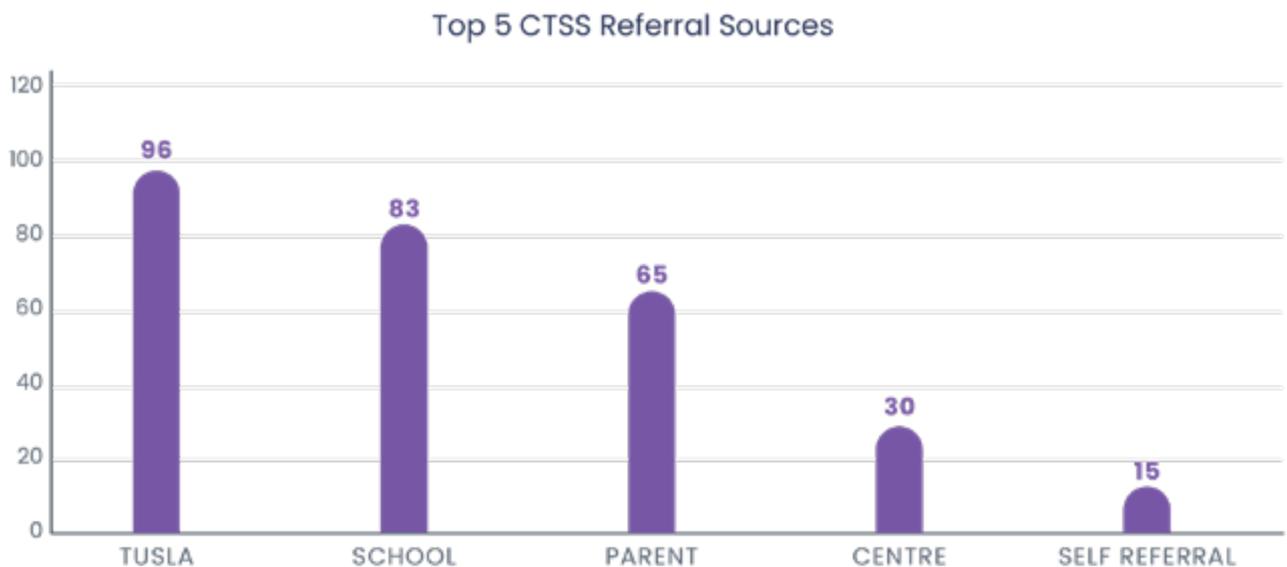


Our therapeutic support workers regularly attend case review meetings and case conferences as part of the work undertaken with families. In the past year, these workers have attended 43 such meetings.

The CTSS received referrals from numerous sources nationally, these include statutory and

non-statutory bodies, educational, mental health and well-being services, as well as directly from families keen to avail of our support. Over the past year, the CTSS service received 488 referrals.

Similar to the previous two years, the top three sources of referral were from Tusla, schools and parents.



**Reason for Referral:**

We saw a change in the top reason for referral to our service this year. Whereas in the previous two years the top reason for referral to the service was Behavioural Difficulties, there has been a significant rise in the number of referrals

coming into the service for Anxiety, and it is now the top reason for referral. Similarly, Low Self-Esteem is the second highest reason for referral having been at number five in 2022 and number 3 in 2021.

Reason for referral	2020/2021	2021/2022	2022/2023
<b>1</b>	Behavioural Issues	Behavioural Issues	Anxiety
<b>2</b>	Anxiety	Difficulty Coping	Low Self Esteem
<b>3</b>	Low Self Esteem	Anxiety	Difficulty Coping
<b>4</b>	Difficulty Coping	Child / Parent Relationship	Behavioural Issues
<b>5</b>	Parenting Support	Low Self Esteem	Mental Wellbeing

These figures mirror the research on Youth Mental Health in Ireland. According to the My World Survey, 40% of children are reporting above normal depression, 49% are reporting above normal anxiety, and 40% are reporting self-harming. (\*My World Survey 2, 2019).

The Childline Therapeutic Support Service is seeing these trends bear out in our own service. Our team offers practical supports to help children and young people improve their Self-Esteem, reduce their anxiety and increase their coping capacity.



## Case Study:

In May of this year Ciara (name of young person has been changed) was referred to the Childline Therapeutic Support Service for support around managing anxiety and managing her exam stress.

Ciara was struggling with her attendance around school due her anxiety and in the lead-up to her exams. Her physical health suffered due to the anxiety, and she was feeling unwell. Ciara came along to her weekly sessions and some additional phone support was offered to her through the exam period. Ciara successfully completed her exams which was a huge step for her.

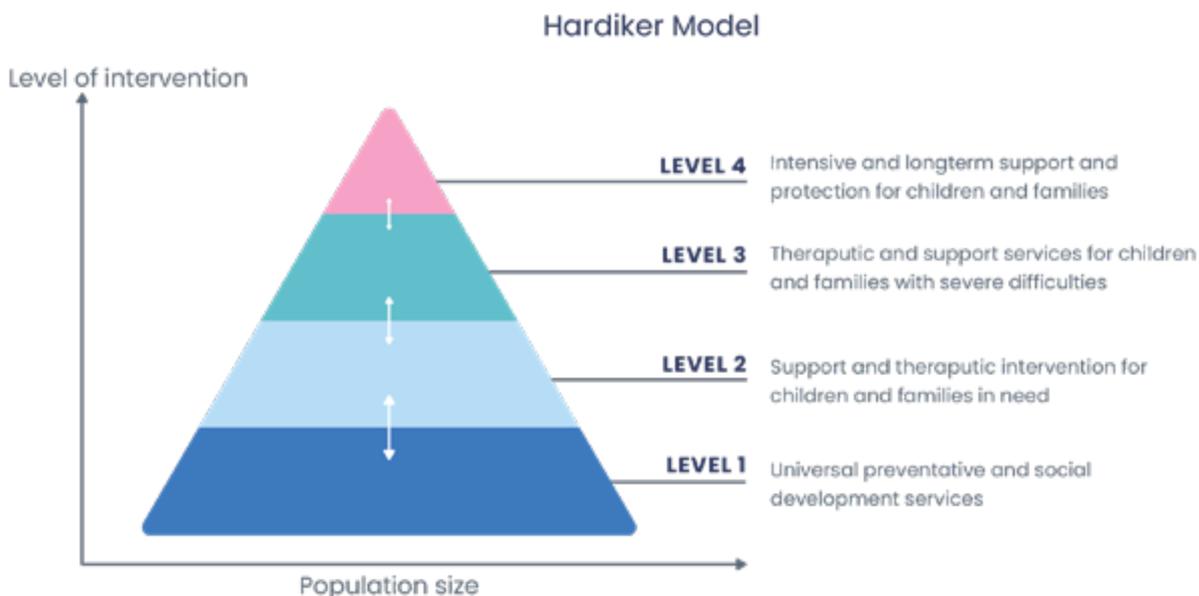
Our focus then switched to transitioning to college which was again another huge source of anxiety. As part of the support for this, we focused on building her self-belief and confidence.

Ciara found it difficult to complete tasks that would enable her to live an independent life, such as obtaining work placements, opening a bank account and other life development steps. Ciara relied heavily on her Mum as she became overwhelmed with anxiety in attempting to complete tasks that other young people may have found more manageable.

We spent the summer months supporting Ciara around this and by end of summer she had sourced her work placement, independently of Mum, and opened a bank account. She subsequently received her exam results, and they were excellent. During this time there were further challenges but with support Ciara successfully overcame each of these. Her mother spoke of the huge changes she has seen in her child and feels the support work we have completed has improved her child's life hugely.

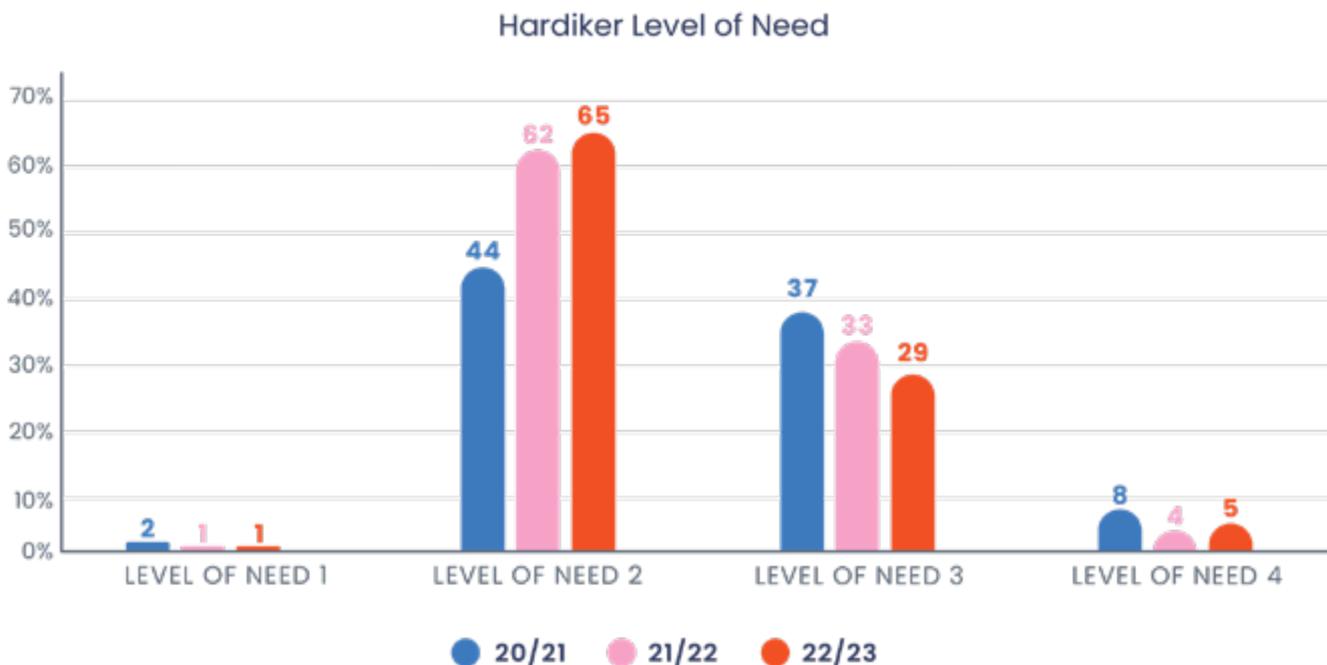
## Levels of Need

All referrals into the CTSS service are assigned a level of need based on the Hardiker model of need which distinguishes between 4 different levels. Level 1 is Universal based needs and any work with children and families at this level is preventative, progressing up to Level four where the child and family may be in crisis and the state may be involved.



The levels of need being referred to the service was very similar to the previous year, where most referrals received were rated as being at Level 2 need, where support and therapeutic intervention was required for these children and families.

When comparing the past three years we can see that Level 2 need referrals have increased while Level 3 referrals have reduced. This is a positive trend where the CTSS service is dealing with children and families at a more preventative level which is what the service has been designed to focus on.



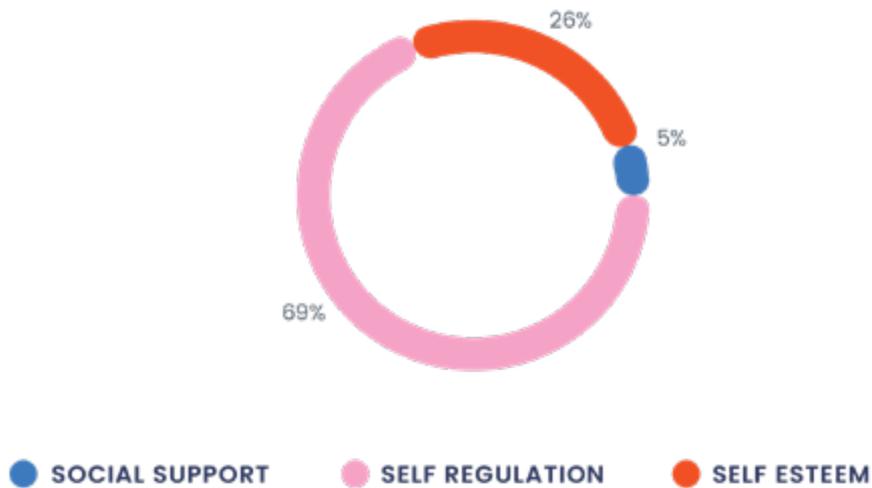
**Outcomes Achieved by the Childline Therapeutic Support Service:**

By focusing on our outcome areas of Self-Regulation, Self-Esteem and Social Support, we increase the psychological resilience and coping capacity of the children and young people we support.

The following chart shows clearly that the broad area of Self-Regulation is where we complete the most of our work. This has been the case

over the past three years. 68% of the support work delivered with children in 2022/23 focused on the area of Self-Regulation. Learning to self-regulate is a core life skill for children, as is the ability to understand and manage behaviour and emotions. These are skills that help children and young people learn, get along with others and contributes to their overall wellbeing.

## Areas of Focus within CTSS



### How we measure outcomes in the CTSS:

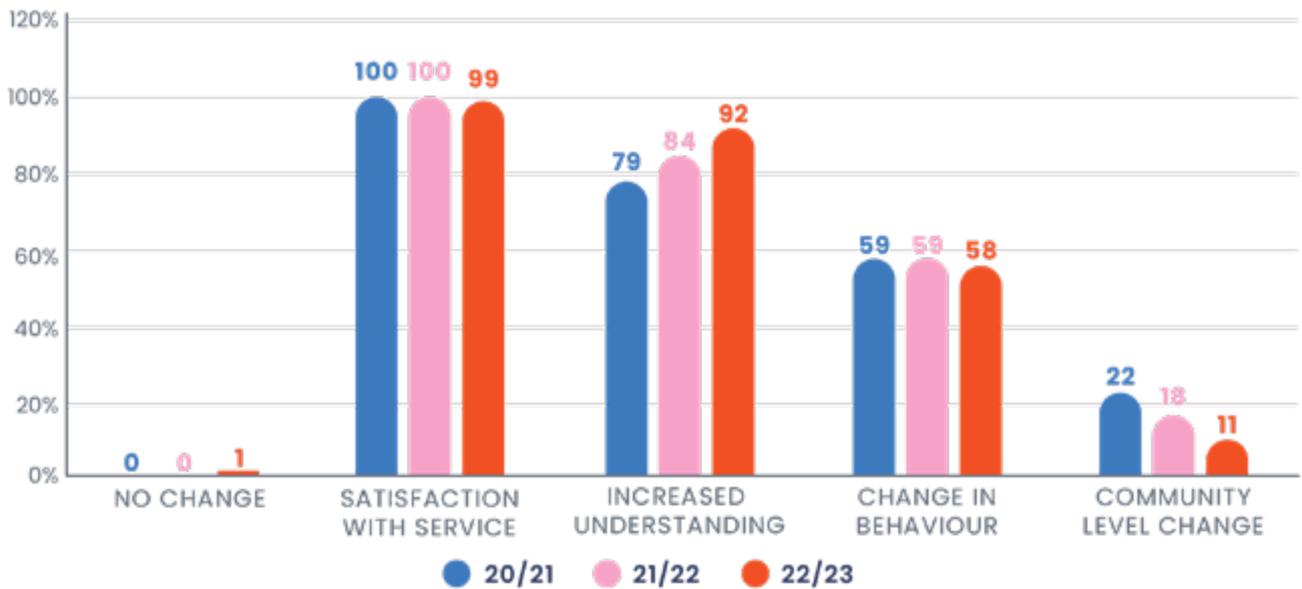
We measure the young person's outcomes using Standardised Evaluation tools (SETs) and our own bespoke "What Works Outcome Evaluation tool" (WWOET). Using pre and post measures with the child or young person and their parents/carers, we look at whether there have been improvements made to their social skills, their psychological resilience, and their emotional well-being.

The WWOET also gives the child and parent/carer an opportunity to say in their own words what they have gained from the service.

When measuring Outcomes, the Childline Therapeutic Support Service measure the change that has occurred within the family following our Intervention. We measure this against the Kirkpatrick Model which distinguishes four different levels of change.

- 1. Level 1:** Satisfaction with the service and willingness to engage.
- 2. Level 2:** An increase in the young person's knowledge and understanding of their behaviours and/or situation.
- 3. Level 3:** A behavioral level of change whereby the young person takes their increased understanding of their situation, and this brings about a change in behaviour and makes a productive change to their day-to-day life.
- 4. Level 4:** A Community level of change whereby identified stakeholders in the young person's life can report back on the observed improved behavioral level of change achieved in Level 3.

## Outcomes achieved over 3 years



From the table above, it is clear that the Childline Therapeutic Support Service has achieved positive impacts consistently over the past three years.

While we achieved incredibly high satisfaction ratings over the past three years, what is

most encouraging is the growth in the client's understanding and knowledge about their presenting issues (up 8% on previous year and 13% since 2021).

With sincere thanks to the following funders of ISPCC services:



Co-funded by  
the European Union



An Roinn Leanaí, Comhionannais,  
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Department of Children, Equality,  
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St Patrick's  
Mental Health Services



Féidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



North Eastern Regional  
Drug & Alcohol  
Task Force

Cavan - Monaghan - Louth - Meath



National Office  
for Suicide  
Prevention



TÚSLA

An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency



# Quotes from Service Users

Helped to ease back into school after four years of being at home. School is still tough but this helped to push myself to go back.

It meant to me that I really needed help. Two years ago I was just in my Mother's room sleeping on a mattress beside her and I didn't realise it was bad until my support worker said so. I was feeling very down about myself and I didn't know why. I missed days and days of school and kept going on my phone and never ever went outside even if I felt like it which I didn't.

It helped a lot with understanding what and how I'm feeling and to figure out how to try and make it not as bad as it is. It helped with building confidence. I can definitely see that I'm more confident at school and I'm not as shy or enclosed or hidden away as I was.

I'm on good terms with my Parents, I make friends in school, and I am just livin' a good life. This service really has helped me understand my feelings and explain myself better and I want to thank you [CTSS Staff member name] so much for the four to five months you have been with me, you really helped me and cared about me and not a lot of people have these things like me and I feel lucky to even have these kinds of things. I really hope I see you again and thank you.

The service has been a journey on finding myself and getting better... and being a better me.

I felt like my phone made me happier as in entertainment but like it wasn't good for me at all and for my mental health and now I go to school every day.

This service has helped a lot better than any other I've been to as I've felt a lot more listened to and worked with instead of being asked uncomfortable questions for an hour and then leaving... instead everything I say is looked into and considered.

## Groupwork 2022/23

Working with Cahermoyale House Refugee Centre, Ardagh, Limerick

Cahermoyale House is a temporary home for 150 refugees from Ukraine who have fled war. Working closely with them we identified several children who struggled with processing, dealing and living with the trauma they had experienced and the uncertainty of the future.

The ISPCC developed a six-week programme for 20 Children aged between three and 12 years. The CTSS team delivered these sessions, working through a directed structured support group work that incorporated playful, cooperative and nurturing activities that enhanced the emotional well-being of children. A final session was conducted with their parents where the children displayed the work they had done. The feedback from parents was excellent and most importantly the children really enjoyed the sessions.

### Theraplay

Theraplay is a sensory based group to support social and emotional learning through weekly sessions lasting 40 – 50 minutes with children, and three parent sessions (two at the start and one at the end of the programme).

A Theraplay groupwork was delivered in Dublin with six children. This was in a Direct Provision setting which housed a group of refugees from diverse backgrounds including Ukrainian families. The Theraplay groupwork offered a brilliant opportunity for social integration. This group targeted children aged between five and seven years old, looking for further support with social and emotional skills. We are very excited to bring the Theraplay Groupwork to further settings in the coming year.

## Non-Violent Resistance (NVR Parenting Programme): 49 Participants

Non-Violent Resistance (NVR) is a supportive programme for parents who are experiencing child-to-parent violence or coercive behaviours. 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.

The ISPCC facilitated five NVR training programmes with 51 parents

- Two courses in Cork involving 20 parents in total.
- One course in Limerick involving four parents from Limerick and three parents from Clare (seven parents).
- One course covering Dublin, Louth and Meath where 10 parents participated.
- Two courses in Monaghan involving 14 parents.

**A lot less fighting, shouting and a calmer atmosphere and therefore less stressful. Knowing that parenting is not easy, and it has to be worked on to find ways to solve problems. Making sure I press the pause button and I'm more conscious of striking when the iron is cold. Suppose I have more confidence in my parenting and trying to make sure I'm being fair and that they know what the clear boundaries are.**

### Feedback on the NVR Programme:

The ISPCC In conjunction with TUSLA, led on a shared learning morning to highlight our practice in relation to NVR. Several agencies in the region of Cavan/Monaghan attended the morning and as a result a community of practice will be established to share learning around NVR which the ISPCC will support and lead.

## **Exam Stress: 16 participants**

The ISPCC's "Taking Back Control" groupwork in schools in Cavan & Monaghan.

Topics covered:

- Worries about exams
- Fight, Flight or Freeze Response
- Circle of Control
- Importance of Self Care
- Reframing your thoughts
- Relaxation methods on the day of exams

## **Self-Care & Resilience: 10 young people**

Two groupworks were facilitated in Monaghan with a focus on resilience and different life skills to maintain and develop these skills further.

The groupwork consisted of a group of five young people of which some had traumatic life experiences, some who have been bullied and some with low self-esteem issues.

### **Feedback received:**

The young people were asked verbally what they felt the outcome of the groupwork was for them, and some of their responses were as follows:

- The young people felt they had made positive friendships.
- They learned how to get back up after being "knocked down".
- The young people felt like they had improved self-esteem and confidence.

Following the groupwork the parent/carers were contacted for their feedback which showed us that:

- The young people really enjoyed it.
- The young people had increased self-belief.
- The young people made new friendships.
- They were able to identify positive relationships.
- They felt more settled in school.

One parent quoted: "I can see a difference in her in the last few weeks. She is back to her happy self and is out more than in the house and I think the group has a lot to do with it, thank you very much."

Following the groupwork sessions we held a graduation ceremony with each young person participating in some way for this. Some young people gave a speech on what the group meant to them, with others singing songs to express their appreciation for the group and celebrate its meaning to them.

## **Resilience Groupwork Mayo: seven children**

For a second year the Mayo Service facilitated a play therapy based groupwork with displaying various levels of anxiety.

## **Bouncing Forward: six completed the group including parents.**

Between March and June, a Bouncing Forward Groupwork was facilitated by CTSS team in Dublin.

The programme supports both the child and the parent by offering weekly sessions, some of which involve parent-only work and some with the children. This is a unique resilience enhancing programme due to the level of involvement of both the parents and the children. The final session brings together the parents and the children where they complete an activity together to share positives about each other in a fun and engaging way. All the children and their parents get a certification of completion and a treat.

We were delighted at the end of the year to provide training on the Bouncing Forward Groupwork to all CTSS staff across the country and we look forward to the national roll out of the programme in the coming year.

### **Additional Supports:**

#### **Trauma Working Group Clare**

In 2022 the ISPCC was successful in tendering for a Trauma Informed Working Group Co-Ordinator for County Clare which was identified as a priority in the "Children and Young Peoples Plan" for the county.

The Principal Duties and Responsibilities:

- To coordinate, plan and facilitate an interagency working group under the Clare CYPSC to develop a county-wide trauma informed/trauma responsive strategic plan.
- To develop a 12-month action plan with the Working Group with specific targets in place which works towards developing a county-wide trauma informed training/resources plan.

Achievements to date:

- County-wide survey on training needs with practitioners in Co Clare.
- Padlet developed to share the plethora of resources available to other practitioners.
- Trauma workshop facilitated at the 2022 Volunteer Recognition Event.
- A conference was organised for November 2022 to bring practitioners working with children and families in Clare to raise awareness of the project and the working group.

### **Trauma Conference, November 2022**

Over 100 frontline staff and management in Co Clare attended this conference. There were a number of presentations on the day all of which spoke of difference aspects of trauma.

Speakers on the day included:

- Éadaoin Bhreathnach “Trauma in Childhood: Impact, Engagement Tools and Best Practice Approach”
- Dr Aala El-Khani, PhD, Global Humanitarian Consultant at the UN on “Supporting Resettled Families affected by war and displacement”
- Aoife Dermody, Quality Matters “Implementing Trauma Informed Practice: Their Stories, Our Work”

Feedback on the conference was very positive. It was clear that there was an appetite in Clare for further knowledge on the topic and how Clare can become a more Trauma Aware County.

Building on this success in early 2023, we looked at developing a strategy for the county exploring good practice that is already going on

in other counties.

This year the focus was on researching and sourcing appropriate training for the working group and frontline practitioners in Clare.

### **Digital Mental Health and Wellbeing Programmes**

The ISPCC was delighted to continue to offer the Digital Mental Health and Wellbeing Programmes service through Childline. The three online anxiety management programmes are created by SilverCloud by Amwell, a leading global provider of evidence-based digital wellbeing and behavioural health solutions.

The ISPCC core values of Courage and Passion have ensured that as an organisation we are delivering mental health programmes wholly digitally to children in Ireland utilising volunteer effort.

This passion and belief in the rights of every child to have access to services when and where they need them has ensured that we are leading the way for future digital service delivery in Ireland.

### **The following three programmes were successfully delivered during 2022/23:**

#### **PROGRAMME FOR YOUNG PEOPLE**

This programme helps young people to understand anxiety and how to manage it. It's easy to use and interactive, with tools and activities to help service users put what they have learnt into practice and alleviate the psychological distress associated with anxiety.

- Space From Anxiety (SFA): aimed at 15–18-year-old young people who experience mild to moderate anxiety.

#### **PROGRAMMES FOR PARENTS AND CARERS**

In addition, there are two adult programmes aimed at parents/carers which are specifically designed to help the service user to empower their young person to understand and manage their anxiety. Activities within the programme can be completed with or without the young person's direct involvement as per the family's needs and preferences. Ultimately, parents/

carers are provided with skills and techniques they and their child can employ in their daily lives that help the young person cope.

- **Supporting An Anxious Child (SAC):** aimed at parents/carers of five to 11-year-old children who experience mild to moderate anxiety.
- **Supporting an Anxious Teen (SAT):** aimed at parents/carers of 12 to 18-year-old young people who experience mild to moderate anxiety.

### **About the Digital Mental Health and Wellbeing Programmes:**

The programmes are based on the principles of Cognitive Behavioural Therapy (CBT) that incorporate mindfulness practices and are specifically designed to assist in managing the symptoms and alleviating the distress associated with low to moderate anxiety. They are accessible 24/7 on any smart device which allows young people, parents and carers access to their respective programme at a time that suits them best from their own home.

The programmes come with the aid of a Supporter, a trained ISPCC team member, who guides clients through their respective programmes. Service users have eight weeks to complete the programme with the Supporter (averaging a module a week, a module takes around 45 minutes to complete depending on the individual). This can be done all in one go once a week or in 10-15 minutes stints daily over the course of the week or another way – whatever works best for the service user. All communication between the service user and their Supporter is done via the SilverCloud programme platform and is in text form.

### **Module breakdown:**

The Space From Anxiety programme contains seven core modules while the Supporting An Anxious Child/Teen programmes include eight core modules.

## **What young people will learn**

- **Understanding Anxiety**  
An introduction to Cognitive Behavioural Therapy (CBT) and an explanation of anxiety, how it affects the user and how CBT can help manage it.
- **Noticing Feelings**  
The user learns about emotions and how to use physical sensations as a way of tuning into one's emotions.
- **Facing your Fears**  
The user learns how to break down their fears into small steps in order to face them.
- **Spotting Thoughts**  
Users learn about how their thoughts affect how they feel and become aware of negative thought patterns.
- **Challenging Thoughts**  
Users learn how to create thoughts that are more balanced.
- **Managing Worry**  
The role worry plays in contributing towards anxiety is explained and users learn how to manage their worry.
- **Bringing it all Together**  
Users learn how maintain the skills and habits taught in the programme.

## **What Parents / Carers will learn**

- **Supporting An Anxious Child/Teen**  
Understand anxiety and learn how it can be a strength as well as a problem.
- **Parenting Positively**  
Learn how to respond effectively as a parent.
- **Changing Anxiety**  
Help their child break out of the cycle of anxiety.
- **Problem-solving**  
Take action to address the problems that cause anxiety.
- **Changing Thoughts**  
Learn to think about worry and anxiety in a more helpful way.
- **Facing Fears**  
A step-by-step approach to overcoming anxiety and achieving goals.
- **Creating A Plan**  
Build a plan to manage and prevent your child's anxiety in the future.
- **Moving Forward**  
Building self-esteem and keeping on track.

## Growth in the Digital services over the past three years

The service first received referrals in June of 2021. Between June and December 2021, a total of 159 referrals were received. Of these referrals, 123 engaged with the programme and achieved a 96.4% satisfaction rating from service users across the three programmes. The main referrer to the programmes in the first six months was CAMHS services.

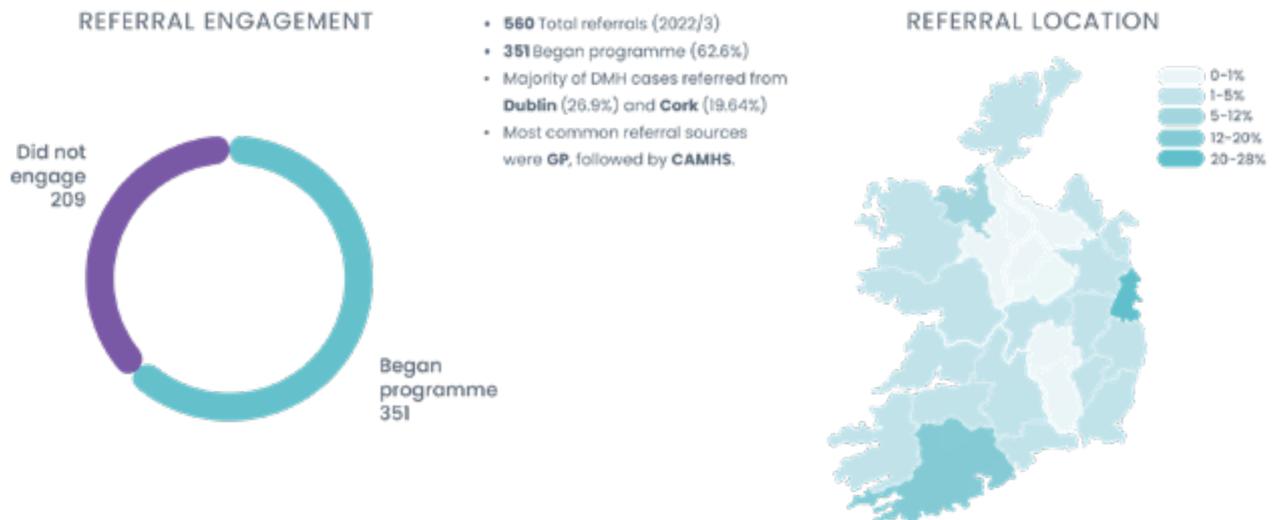
In 2021-2022, we received 324 referrals over the 12-month period. Of these, 227 engaged in the programmes and satisfaction levels achieved

increased to 98% across the programmes. Main referrers to the programmes were CAMHS and GPs.

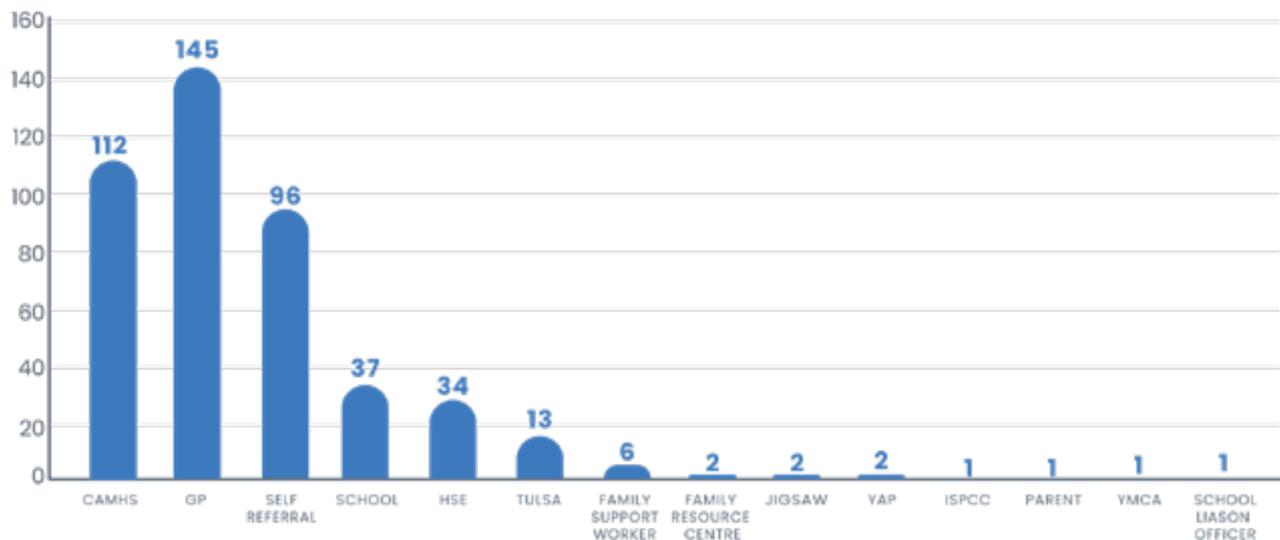
## Total Referrals and Referral Sources in 22/23:

A total of 560 referrals was received for this service between 1st October 2022 and 30th September 2023 (representing a 73% increase on the previous year). Of these, 351 service users engaged in their respective programmes. Our most common referral sources included GP practices and CAMHS while the majority of referrals came from the Dublin and Cork regions respectively.

### Total Referrals and Referral Sources



### Total Referrals and Referral Sources



# 560

Referral received

# 232

Space from anxiety

# 97

Supporting an anxious child

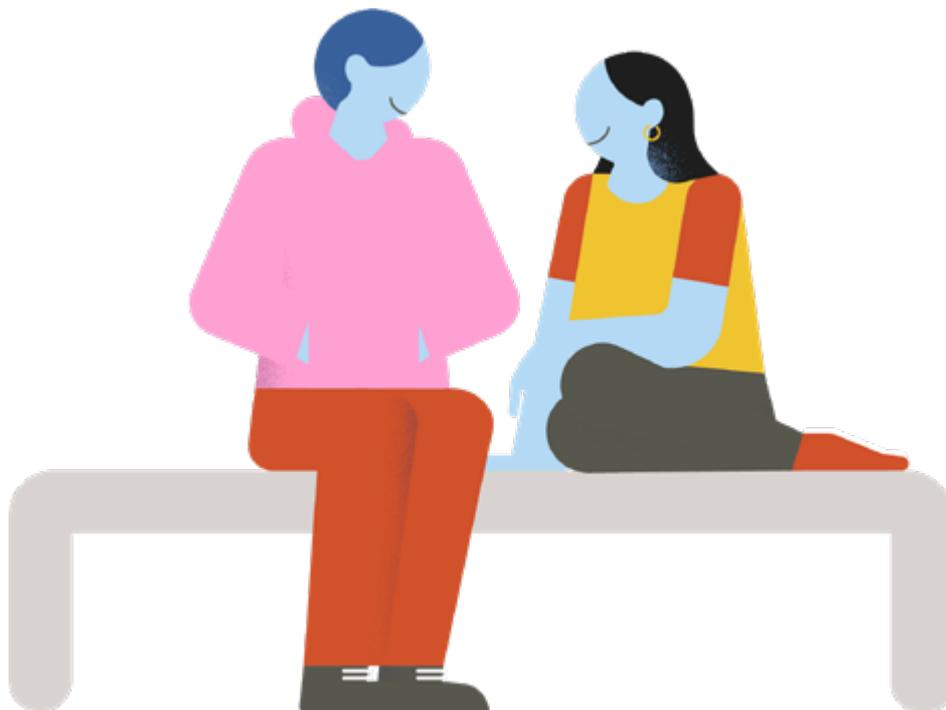
# 231

Supporting an anxious teenager

### Referred clients not engaging in service:

There were 209 young people and parents/ carers who were referred to the Digital Mental Health and Wellbeing Services but did not engage in the programmes for various reasons including not meeting the age or inclusion criteria (18), not responding to the invite and/ or not logging into the programme (190) or not providing the necessary information to progress with the referral (1). All efforts are made to locate the information. Once all avenues have been exhausted, the client is classed as non-engaging.

Breakdown per programme	Number of non-engaging clients
SFA clients not engaging	110
SAT clients not engaging	77
SAC clients not engaging	22
	209

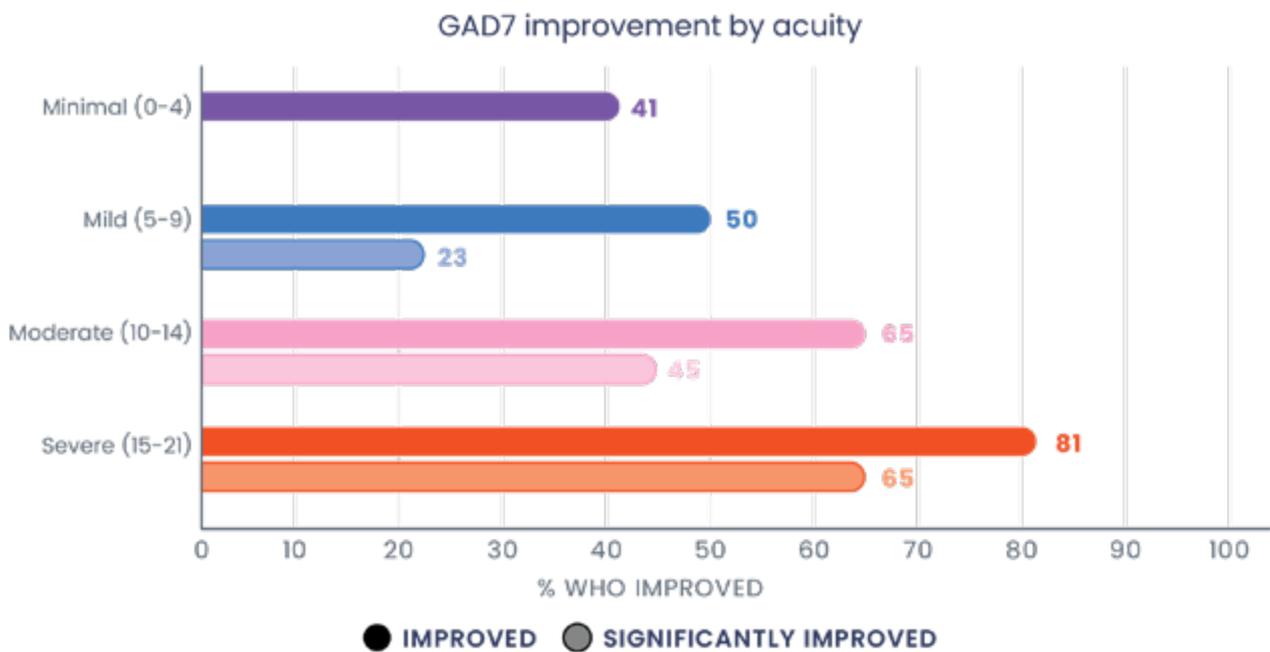


## Outcomes:

To assess outcomes, the Strengths and Difficulties Questionnaire and GAD7 are used.

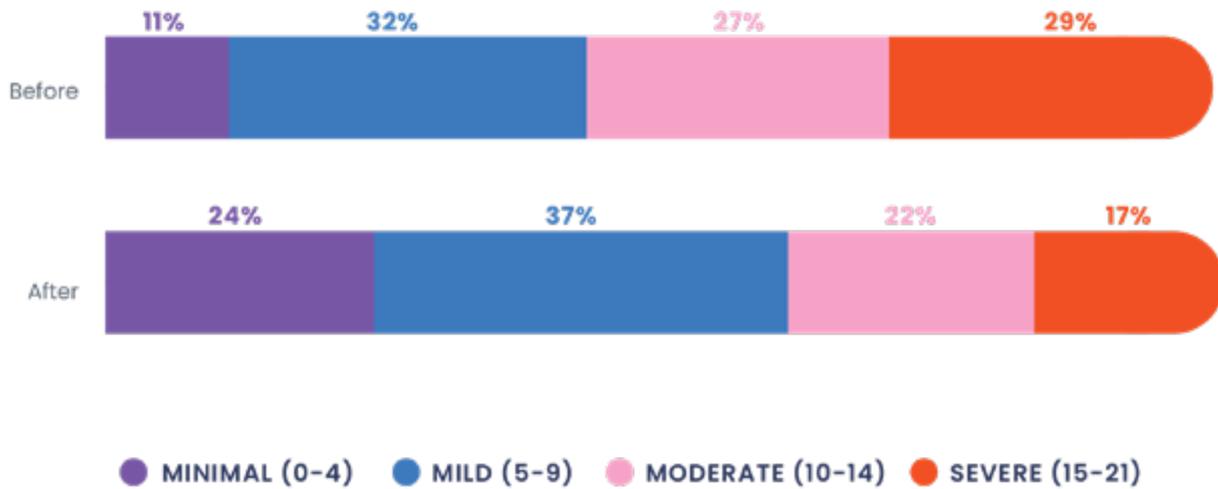
n is the number of clients included when calculating the chart results. It equates to all those who have at least two timepoints; two being the minimum required to assess the effect of treatment. A decrease of 1 or more points indicates an improvement while a decrease of 3 or more points indicates a significant improvement post-intervention.

Below, we see that 41% of those in the minimal category with regards to symptom severity have shown improvement post-treatment. Of those in the severe category of symptom severity, nearly 81% show improvement and 65% show significant improvement.



Of the 148 clients, 11% fell into the minimal symptom category at the first point (initial questionnaire) and this percentage increased to 24% who fall into the minimal symptom category at the latest point (final or most recent questionnaire completed). This indicates a reduction in symptom severity post-treatment for clients engaged in the Digital Mental Health and Wellbeing programmes which can be observed across all severity levels.

### Distribution of GAD7 scores before and after programme

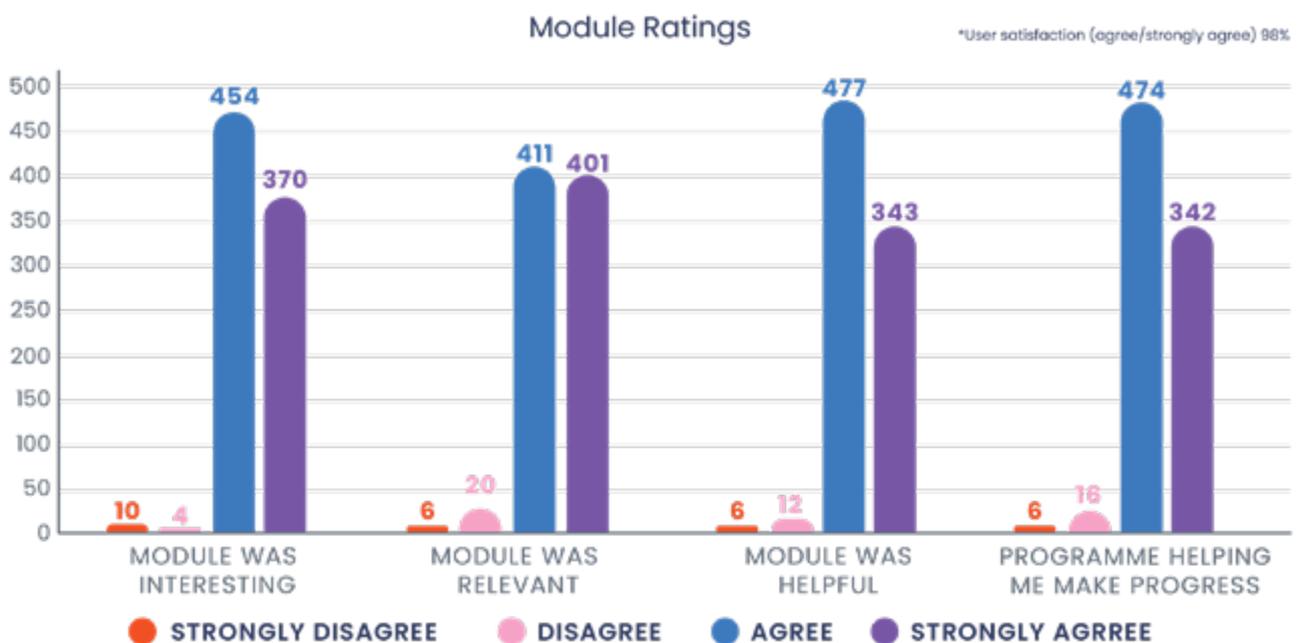


### Client Satisfaction Rates in 22/23:

At the end of each module, service users can evaluate the module on its “Review”/“Summing Up” page by rating four statements on a scale from “strongly disagree” to “strongly agree”; they are also provided with a text box to enter

additional feedback. Users can rate as many of the statements as they want or skip the questionnaire entirely. The chart below reflects the overall rating of 98% across all three programmes from users who chose to respond.

### Across all three programmes: 98%



The Young Person’s Programme “Space From Anxiety” achieved a 93% satisfaction rating. The Supporting an Anxious Child received a 100%

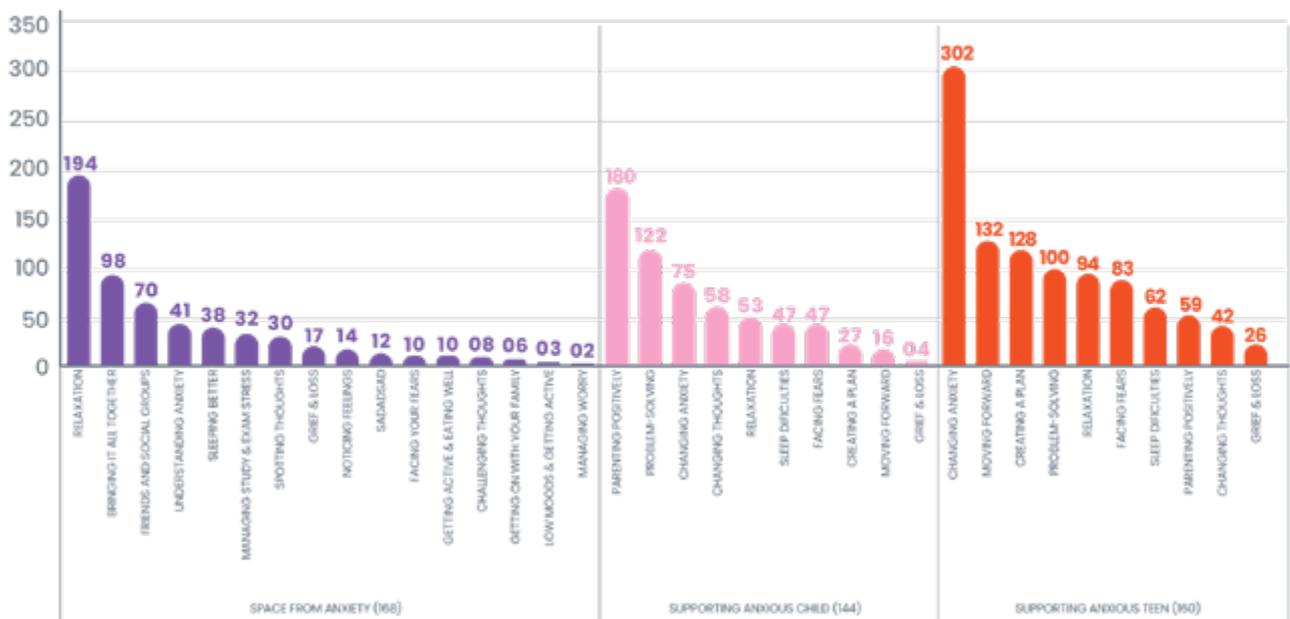
rating and the Supporting An Anxious Teen Received a 98% rating.

### In-programme Behaviour:

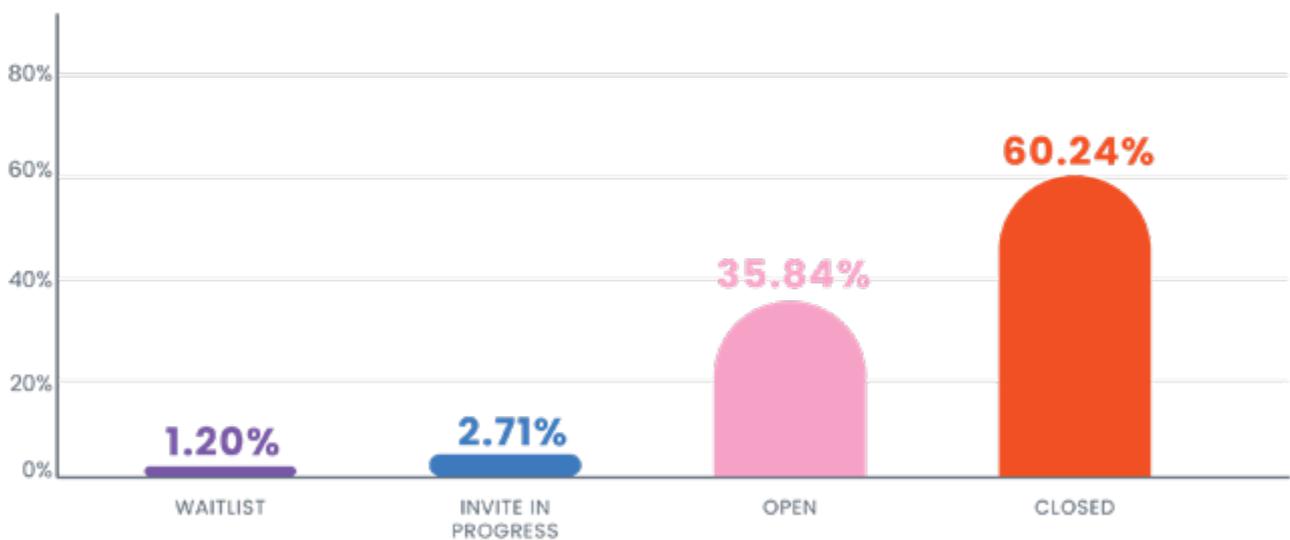
Using (anonymous) statistics captured on the platform, we can chart our users' journeys through their respective programmes. This allows us to evaluate the most visited or popular modules which will enable our supporters to make recommendations for use amongst their service users according to trends noted. In this reporting period, our most popular

module among young people is the Relaxation mini module and for adults engaged in the Supporting An Anxious Child programme, the most visited module was the Parenting Positively one. Changing Anxiety saw the most traction amongst those referred into the Supporting An Anxious Teen programme.

In Programme Behaviour - Module views



In Programme Behaviour - End of Year Status



## Community Engagement & Parenting Supports

### What we do:

During 2022–2023, the Childline Community Engagement Team grew to a team of three people. The key focus of the team is to maximise the reach of the ISPCC to children, parents/ caregivers and professionals nationally. This is one of the ISPCC's key strategic pillars.

The team faced the challenges of 22/23 with both passion and courage, two of our key values within the ISPCC. The Community Engagement team strives to achieve the ISPCC vision that every child has the skills to cope with life's ups and downs. We are here to build a nation of resilient children. We acknowledge that it takes everyone in the community to raise a resilient child.

2023 saw an incredible increase in our reach to our target audience in communities nationally through the provision and delivery of programmes and services;

- The Smart Moves transition from primary school to secondary school programme.
- Shield Anti-Bullying Programme.
- Outreaches.
- Parenting Supports and Webinars.

## User Experience of Programme (Post-intervention questionnaire and in-platform feedback): A sample

Thanks for the support. It has been of comfort to me. My child had been extremely anxious over the past three years and the course had been helpful as I can see ways to change our approach to anxious thoughts. It has been an extremely challenging and stressful time for us all. The main take away for me is that there are many emotions in the family unit, not just that of the anxious person. We can't rush in to rescue the anxious person, sometimes they need to sit with the uncomfortable feeling and find ways to help themselves.

Brilliant tips as always – so practical and child friendly. Thank you.

Doing this course helps reduce my anxiety around the fact that my child is anxious. We parents tend to blame ourselves. I hope some of the tools here will be helpful to me too.

Thank you, I have been blown away by the structure of this module. I was not expecting it! I am looking forward to the next module.

This has been a fantastic course to do. It has helped us so much, I don't think we would be at the stage we are at without this course as well as the other help we have received.



# Parents

Thanks, [Supporter's name], for the positive feedback. Over the last two weeks we have made a lot of progress with [child's name] getting her back doing everyday things like going for walks, going to beautician and hairdressers (trying to build up her confidence) even went to area for the weekend to visit her cousin. She wouldn't have considered doing any of this four to six weeks ago. So getting there slowly.

Hi, I have found the modules this week very interesting and relevant. A question I have is when September comes, and we return to school will I still have access to this course as there is a lot of things that I know would be very useful in all modules. My counsellor at CAHMS has advised me to start looking into self-care for myself now so I will know what to do when returning to school and this includes mindfulness and I believe the meditation and body scans would really help me when I get back into school and help me deal with the pressure. I'm really enjoying the course so far! (YP)

I'm struggling a lot with staying focused in school and managing friends because I'm in a new school and I'm very shy and have very low self-confidence. I want to learn how to not care about what others think of me. (YP)

Talking about it [anxiety] has helped and also meditation has made me feel a lot better. (YP)

I learned about how much being worried can affect you physically. I liked seeing the different people's situations and being able to relate to them. The exercises and the audio will be useful for me in my daily life when I feel anxious. (YP)

I found the tools helpful with identifying the negative thoughts and learning to sit with them. (YP)

My anxiety is a normal response to my ill health. It is manageable and I'm not suffering alone. (YP)

Thank you so much [Supporter's name]. These past few weeks have been really helpful for me and thank you so much for all your encouragement! (YP)

Hi [Supporter's name], I just wanted to say thank you so much for this whole experience, you have been so supportive and have really helped me. I feel so much more confident in so many aspects of my life thanks to you and the programme. I appreciate it all so much, so again, thank you so much. (YP)

Avoiding a situation that makes me anxious won't do me any good in the long run. Big challenges can be broken down to become more manageable. (YP)



## Smart Moves

The Smart Moves School Transition Programme is designed to give young people the skills to increase their overall emotional resilience as they make the transition from primary to secondary school. It is an evidence-informed programme which is facilitated and led by teachers.

In June 2023, the Smart Moves School Transition programme had completed a two-year rollout to schools across Ireland. The projected sign-up for the programme within this academic year was 100 schools and this was far exceeded with the sign-up of 325 schools and three youth organisations which equated to approximately 12,470 students.

Over the past 12 months Smart Moves was implemented by 310 mainstream primary schools with representation in all 26 counties of Ireland. An exciting development saw the

introduction of the Smart Moves secondary school programme. This programme is designed to follow the young people into secondary school with the aim to support them to adjust to this major life transition. The pilot of the Smart Moves secondary school programme took place with 15 secondary schools and three youth organisations and has been very well received. Twelve of the pilot secondary schools and three youth organisations have already signed up for the 2023/24 academic year. The Childline Community Engagement team is planning to expand into more secondary schools for the 2023/24 academic year with the goal of engaging with 100 secondary schools. Currently 95 secondary schools have signed up to deliver this programme in 2023/24.

## Programme Feedback from Teachers

The students provide the answers / solutions. It levels the playing field as they all have similar worries. It covers all aspects of preparing for secondary.

The students and the teachers have been loving the Smart Moves programme this year. In previous years, we have done our own transition work activities but also longed for a structured programme that could be run for longer than just a week at the end of term three.

The lessons were thought provoking and led the children to ask questions and seek reassurances about the move to secondary school.

It has greatly facilitated the easy transition from several different feeder schools. It has encouraged students bonding and forming friendships. It has also linked very well with our wellbeing programme and SPHE.

## Key Developments

Currently, the ISPCCC has a PhD student conducting a study on the impact of the Smart Moves programme in an Irish context. This year data collection began with schools using Smart Moves and schools who had no transition programme in place. This study will measure the impact Smart Moves has on the student's resilience and coping ability when compared to no emotional and wellbeing transition programme taking place within the classroom.

Our passion for ensuring that all children have access to this programme led us to the decision to translate the programme into Irish. This Irish translation work began on the primary school version of the Smart Moves programme. The launch took place in the final quarter of 2023. At present, 47 Gaelscoileanna are registered to deliver the programme in the 23/24 academic year.

The Smart Moves programme aims to include parents and carers as part of the programme. Research has shown that this aspect could be improved upon. The CE team embarked on a series of parental webinars, in collaboration with Katie O'Donoghue, to all Smart Moves schools. The theme of the webinars was to support parents' knowledge around building their child's resilience and helping their child cope with anxieties.

The ISPCCC recognises the importance of engaging with stakeholders in the lives of children and parents and collaborating with other professionals to achieve better outcomes for children and their families. This value of openness facilitated our journey to seek such opportunities to work with other professionals in this area. This culminated in a series of webinars and workshops with children's author and art psychotherapist Katie O'Donoghue.



**'Supporting Your Child's Resilience' & 'Helping Your Child Cope With Anxiety'**  
with author Katie O'Donoghue

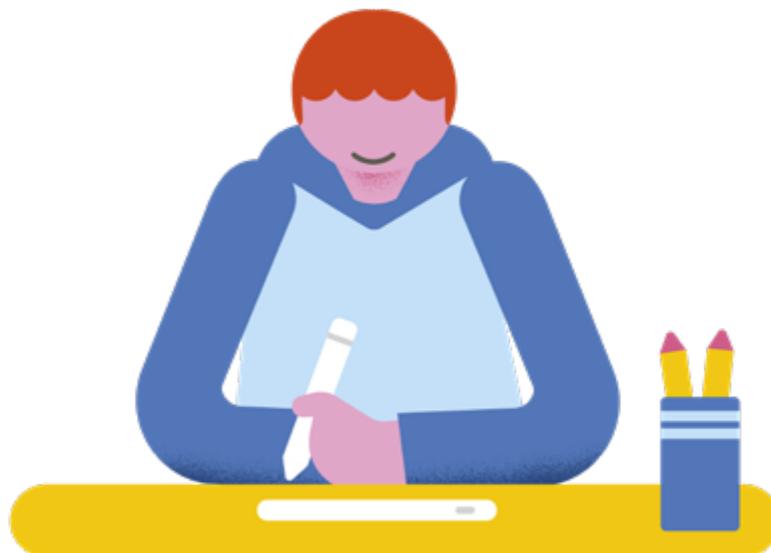
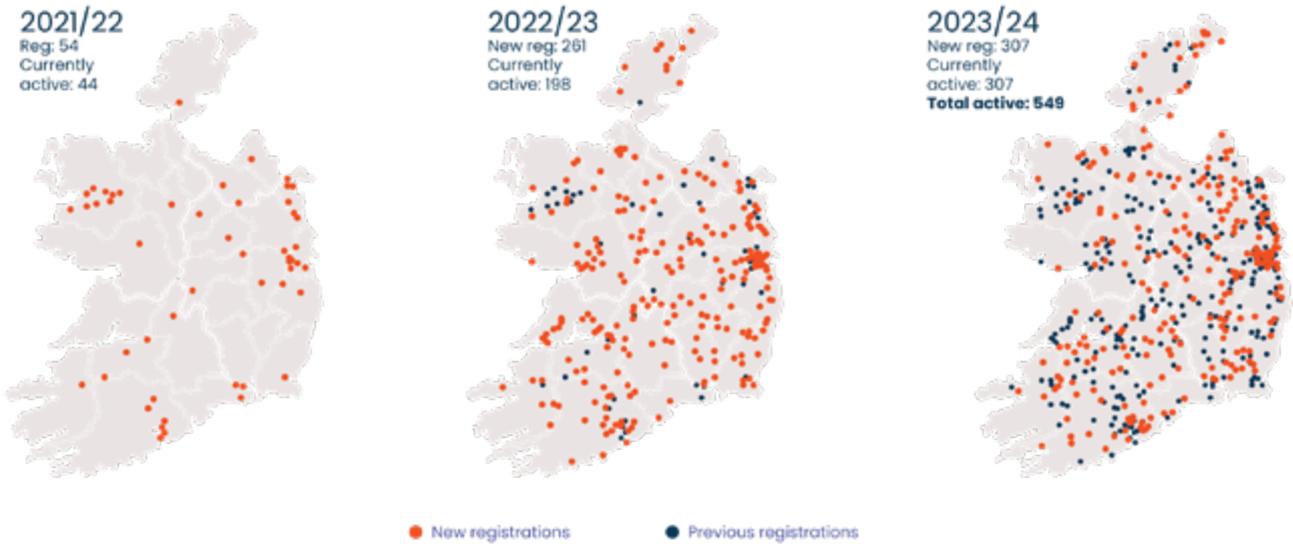
*'It was a privilege to collaborate with a leading national charity, the ISPCCC, earlier this year. Working alongside their fantastic team, to provide a curated series of wellbeing workshops and seminars. I am very grateful to the ISPCCC for the opportunity to share information focused on fostering resilience and supporting children with worry and anxiety. The ISPCCC work tirelessly to support Ireland's children and I am delighted to have contributed in some small way to the important work they do.'*

Katie O'Donoghue

A clear focus for 2022-2023 was to build awareness of the Smart Moves programme with key educational organisations. The links formed with Education training centres and the ESCI has proved hugely impactful on the awareness of this programme within school

communities. These links have also led to webinar collaborations which enabled delivery of professional webinars to teachers. The Smart Moves programme continues to grow with current numbers standing at 641 schools and three youth organisations.

### Data comparison for 2021/2022/2023 for the Smart Moves Primary School Engagement



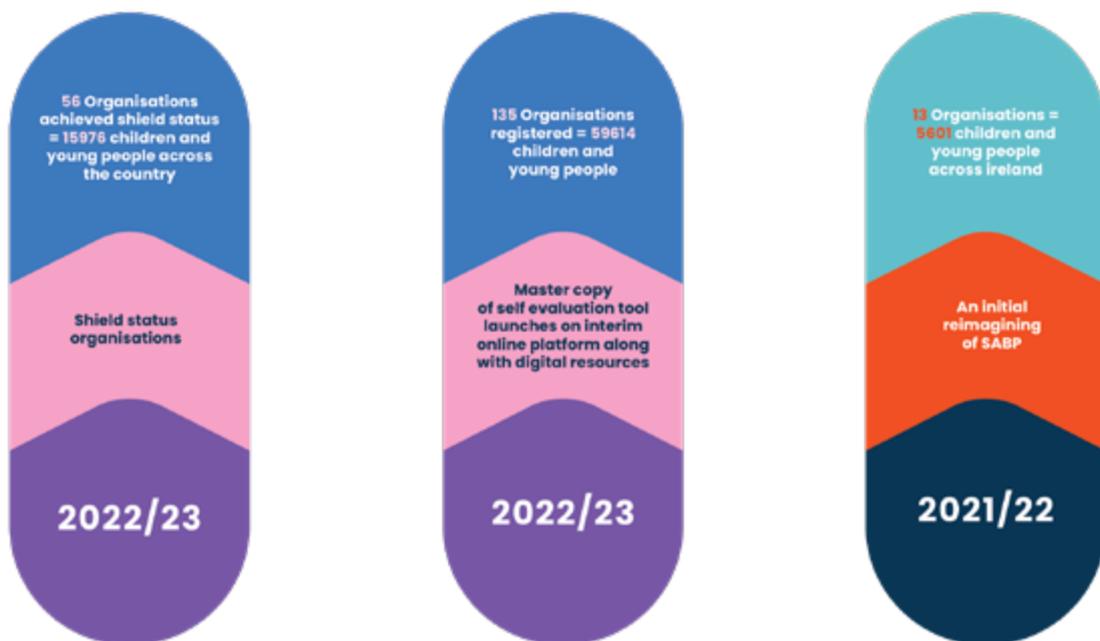


## Shield Anti-Bullying Programme

The Shield Anti-Bullying Programme (SABP) is the ISPCC's proactive management response to bullying for all organisations that engage with and/or support children and young people across the country. SABP's previous annual report for 2022 had 13 schools registered to participate in the re-imagined programme, equating to 5,601 students. Since then, our passion and belief in the programme has led us through academic collaboration, research and focus-group data, where our self-evaluation toolkit was updated to fit an online platform. This has helped with accessibility and the ISPCC's goals for digital inclusiveness.

The programme now has 135 registered organisations (schools, residential settings,

creches, youth clubs etc.) amassing 59,614 children and young people. Of these, 135 registered organisations, 56 have achieved the ISPCC Shield Status which equates to 15,976 children and young people across the country. This self-evaluation toolkit incorporated a self-reflective component with an accompanying 'Ideas to Inspire' section providing extra skills, tips and evidence-informed resources for organisations to assist their completion of the evaluation tool and their anti-bullying efforts. The self-evaluation tool consists of 10 Shield Statements, which highlight the most up-to-date anti-bullying practices organisations should be achieving when working or/and supporting children and young people.



The SABP recorded and published a testimonial video this year consisting of feedback from stakeholders of the programme. They reported statements such as “it [self-evaluation tool] was a source of information all our staff needed, to show us what things we were doing well, and what things we could do, to do better, things we would never have thought of on our own” (School Principal, Special Primary School).

The positive engagement from Shield Status Organisations has allowed the SABP team to create specific anti-bullying resources and further collaborate with external professionals, adding to our ever-growing body of knowledge on anti-bullying practices. The SABP team has grown this year to meet the future demands of the programme, recruiting three volunteers.

### Childline Outreach Programme

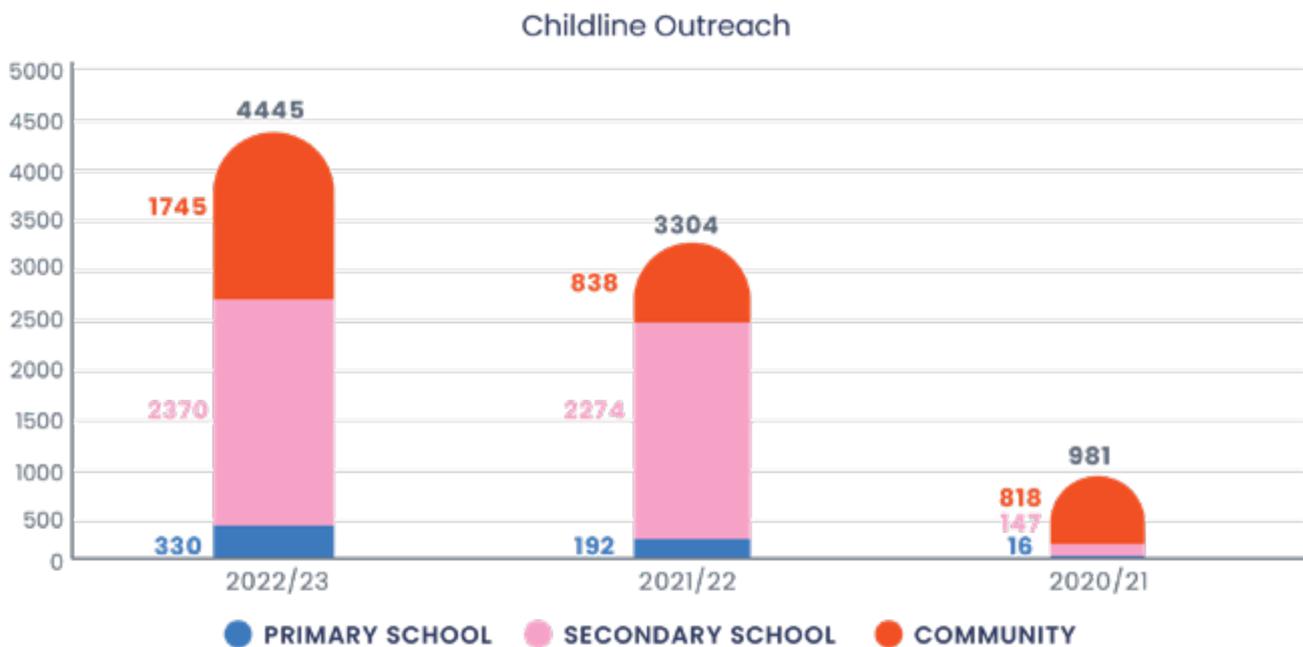
Our outreach programme brings information about Childline’s services to schools and community groups throughout Ireland. Through contacts, requests and following up from referrals, the ISPCCC employees and volunteers

attend events to familiarise members of the public with the services available.

In 2022/2023, our outreach service was reimagined to meet the public’s demand. A collaborative initiative was taken by applying a whole organisation approach to develop core presentations directed specifically for primary schools, secondary schools and professionals. As part of our whole organisations approach and inclusion ethos at the ISPCCC, the school outreaches were translated into the Irish language. A further development of the outreach service was an online form created for the ISPCCC website, which enables the outreach team to streamline all requests from service users for in-person or virtual requests. The outreach service has also recruited volunteers to join the team.

Three thousand children were engaged face-to-face through outreach activity in 2022/2023. In addition, there were approximately 1,100 young people who attended a virtual TY (Transition Year) event in Cork. A total of 300 individuals participated at the Cork Youth Sports event over two days and 45 professionals at a Tusla PPFS event.

### Data comparison between 2021/ 2022/ 2023 for the Outreach programme



## Parenting Supports

The ISPCCC offers numerous supports to parents and carers, such as our Parenting Hub, Support Line and live interactive webinars.

Comparisons from our Support Line mirror what is coming up on our Childline Listening service where we see Mental Health and Online Safety as being the issues discussed the most.

Support Line for adults reflect similar issues that Childline Listening are hearing about – same topics/different topics.

## Parenting Hub

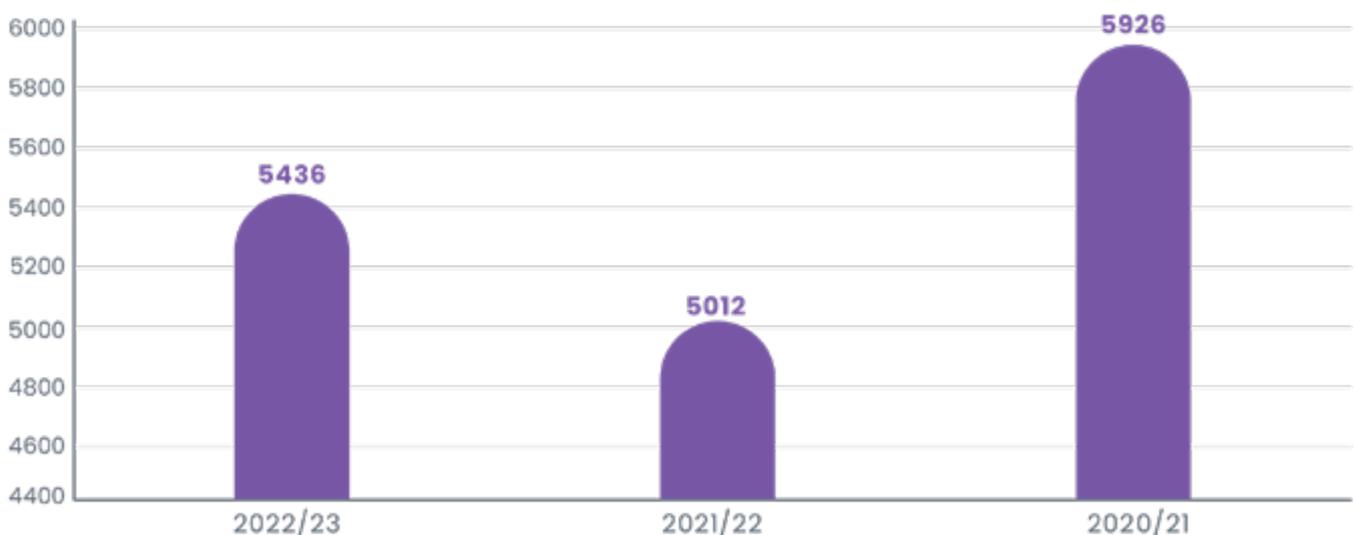
The Parenting Hub on the ISPCCC website at ISPCCC.ie publishes content in relation to parenting and parenting support on a range of topics. The most visited articles on the website over the last three years are on Mental Health, Parenting and Abuse & Bullying.

The parenting hub section on the website had 5,436 engagements in 2022/2023. While this is an increase from the previous year, it remains below the level of engagements in 2020/2021.

The top five topics of content accessed over the past three years are outlined below;

Top 5 Topics Viewed 2023	Top 5 Topics Viewed 2021/22	Top 5 Topics Viewed 2020/21
Mental Health	Abuse & Bullying	Mental Health
Parenting	Mental Health	Parenting
Abuse & Bullying	Parenting	Abuse & Bullying
Online Safety	Ukraine Articles	Education & Work
Growing Up issues	Home Family & Friends	Online Safety
<b>5,436 engagements</b>	<b>5,012 engagements</b>	<b>5,926 engagements</b>

Parenting Hub Engagements



## Support Line

The ISPCCC'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](mailto:parentingsupport@ispcc.ie) or by writing to any local ISPCCC office.

### Support Line 2023: 153 calls

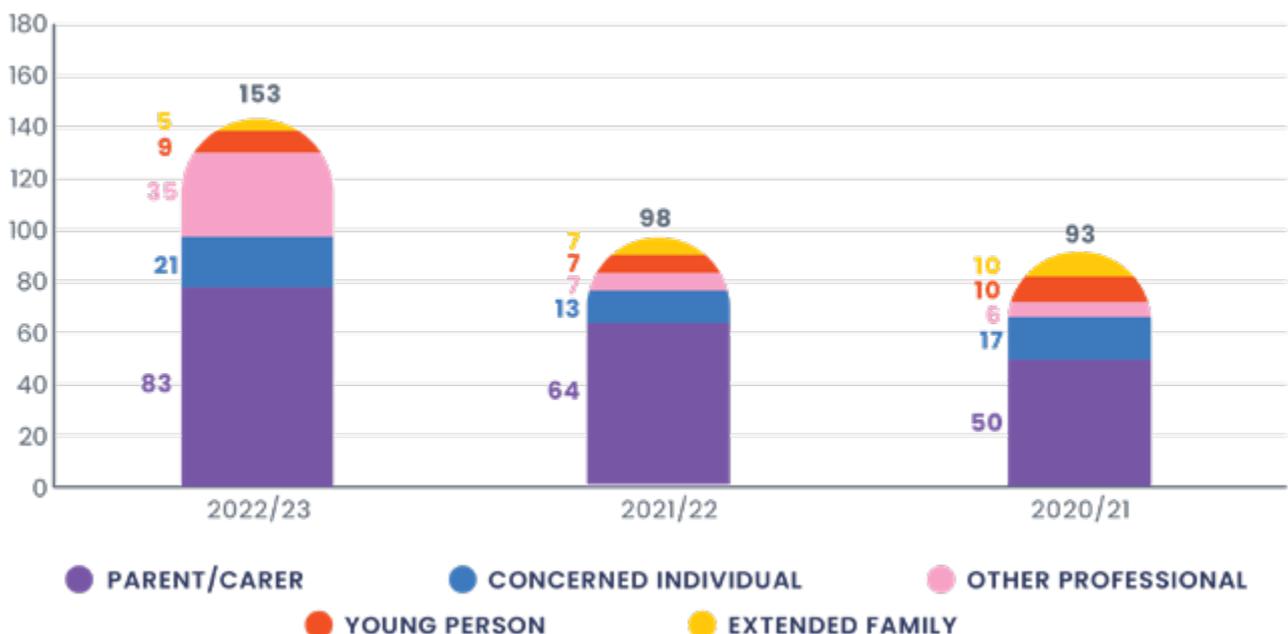
Profile of Caller	Total contacts
Parent/ Carer	83
Concerned Individual	21
Other Professional	35
Young Person	9
Family Member/ Grandparent/ Aunt/ Uncle	5
	<b>153</b>

There has been an increase in calls to Support Line over the last three years. Calls relating to Mental Emotional Health, Family Relationships and Abuse have been the consistent top call profiles over the last three years. Our values of openness, passion and empathy come to the fore in the provision of these services, being

available, actively listening to service users and providing relevant information and guidance to those seeking our input.

From the data over the past three years, the largest increase in contacts has been from parents/carers and other professionals. Parents at 54% of all contacts and other professionals at 23%.

Support Line - Profile of Caller



	Top 5 Call Profiles 2022/23 (153 contacts)	Top 5 Topics Viewed 2021/22 (108 contacts)	Top 5 Topics Viewed 2020/21 (93 contacts)
1	Mental Emotional Health	Mental Emotional health	Information Requested
2	Information Requested	Information Requested	Abuse
3	Family Relationships	Abuse	Family Relationships
4	Abuse	Family Relationships	Mental Emotional Health
5	Parent Behaviour/ Bullying/ Legal	Legal Support around Family Separation	Bullying

## Webinars

The year saw the CE team expand their reach into the community by delivering live, interactive webinars to parents/carers, professionals and children. A series of webinars in collaboration with Katie O'Donoghue was one of the highlights of the year. This consisted of three live webinars and one live workshop streamed into primary schools nationally across the country. Each of Katie's live webinars and the workshop were recorded and currently sit on the ISPCC platforms to be viewed.

Our collaboration with Katie has shown a commitment to working with other professionals and an openness to new innovative ways of working.

In addition to this we also collaborated with the Indian Ladies in Ireland and DHL.

The overall reach of these webinars saw the engagement of 478 participants in live webinars and 446 views to pre-recorded Facebook live webinar.

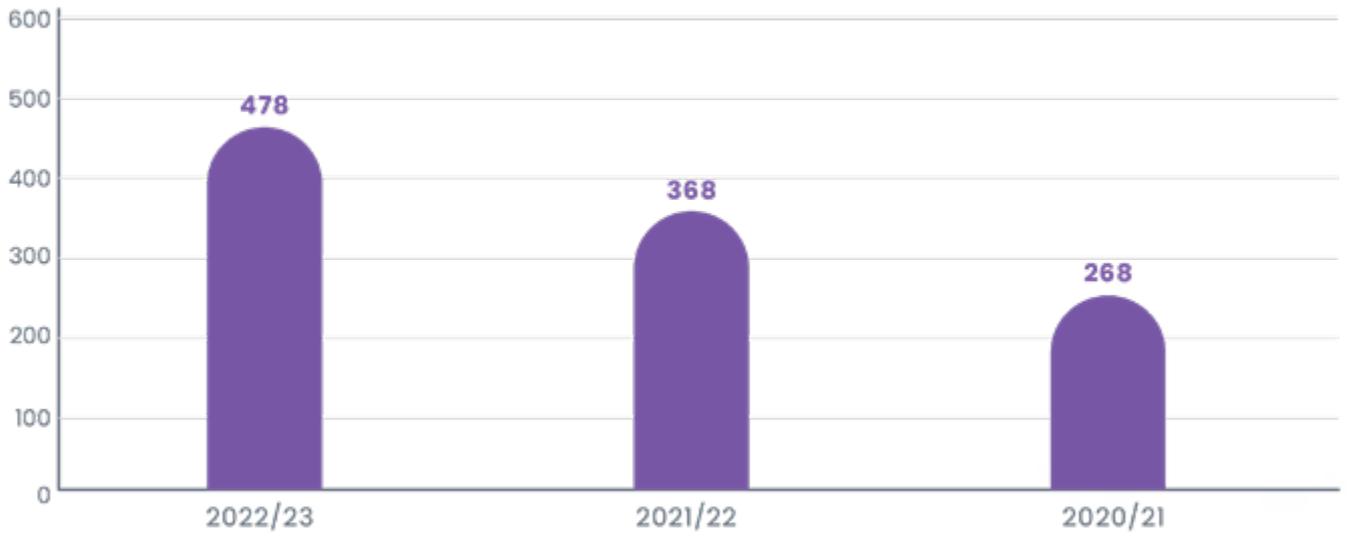
Webinar Title	No of Views / Participants
Support your child's resilience – the ISPCC with author Katie O'Donoghue for parents and carers.	90 participants
Helping your child cope with anxiety – the ISPCC with author Katie O'Donoghue for parents and carers.	118 participants
Anxiety in children (five to 12 years) – the ISPCC and ESCI with author Katie O'Donoghue for primary school teachers.	260 Participants
Dealing with an Anxious Child – Understanding Anxiety to DHL staff	10 participants
Facebook Live - "Approaches to Positive Parenting" - Indian Ladies in Ireland	446 Views

The most exciting step the CE team took this year was to deliver a live workshop/webinar with Katie O'Donoghue into primary schools nationally across the island of Ireland. This was unknown territory to the ISPC, but the team's courage paid off for children across the country.

'The Little Squirrel Who Worried Workshop' was aimed at children aged between five to eight years. 201 classrooms engaged in this live workshop with an approximate reach to 4,400 primary-school children.



## Webinars



### Growth in engagement through Webinars and Live workshops

In 2020/2021 the ISPCCC engaged with 268 participants, this increased to 368 in the following year. In the past year we reached 478 in webinars and in addition approximately 4,400 children to a live streamed workshop.

# Fundraising

As a charity, the ISPCC is heavily dependent on the kindness from the public through our fundraising and we simply could not achieve all that we do without this support. This year was no different with 68% of our entire income coming from the generosity of the public over the course of the year.

We are eternally grateful to everyone who supported us and helped to provide our Childline suite of services and help build a nation of resilient Children.

We hold in the highest respect the invaluable time and effort dedicated by our supporters and volunteers in championing our cause, as well as the boundless generosity extended by our donors, members of the public and corporate partners.

We understand and value the trust placed upon us to engage in ethical fundraising and ensure prudent use of the funds. In response to this trust, we have robust systems and uphold a commitment of transparency, ensuring that every contribution is handled with integrity.

The ISPCC is fully compliant with the Guidelines for Charitable Organisations on Fundraising from the Public. The processes we have in place 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.

To all our supporters and donors, we express our heartfelt gratitude. We would also like to sincerely thank our President, Caroline Downey, for her continued commitment and support to the ISPCC and to the children we work with.

The unwavering support received from our supporters acts as a beacon of hope for children and young people in need. Without your continued commitment, we simply could not fulfil our mission. Together, we make a profound difference in the lives of children and young people across Ireland, and we deeply appreciate every act of kindness that drives us forward.

## Regular Donors

Throughout the year and in the face of a challenging economic and social landscape, our faithful regular givers remained unwavering champions for children and young people. Their commitment provided the ISPCC with a foundation of support, empowering us to navigate the difficulties and meet the evolving needs of young people.

The regular donations made by this group of supporters continue to form the bedrock upon which we built and expanded our services, ensuring that we could meet the needs of young people. Their ongoing support is a testament of their unwavering dedication to our shared mission. Over €265,000 was raised through this vital programme in the financial year.

A sincere thank you to all of our donors who donated over €250 or more to us in the last year and returned their CHY3 forms, and therefore qualified for our Tax Back campaign. The team worked extremely closely with our donors to highlight the importance of this Revenue refund scheme, and how it's such a vital way of fundraising for the organisation, resulting in income of €89,001 and a 47% increase on the previous year.

## Trusts & Foundations

Over the last twelve months we were delighted to be awarded several grants in support of our work.

We were awarded grants from the Fidelity Foundation, ESB Energy for Generations, Brownlee Charitable Trust, Sceptre Foundation, Foras na Gaeilge, RTÉ Toy Show, An Chomhairle um Oideachas Gaeltachta & Gaelscolaíochta (COGG), AerCap DAF, The Birrane Foundation and The Sunflower Family Foundation.

These foundations supported an array of work including our Shield programme, our Digital Mental Health & Wellbeing Programme, and the Irish Translation of our Smart Moves school programme.

The support gained from trusts and foundations extended beyond these highlighted programmes. From focusing on education to community outreach, the grants awarded allowed the ISPCC to focus on its mission and enabled us to provide a seamless delivery of vital services. Their support has ensured the impact of our collective effort throughout the year.

### **Children’s Charity Golf Classic**

This year saw the inaugural Children’s Charity Golf Classic. Held in the beautiful surrounds of Milltown Golf Course, Dublin, the day saw 40 teams take to the greens. Golf enthusiasts and philanthropists came together on the course for a day of glorious sunshine, impressive golfing, and an evening of entertainment, all while raising funds for Childline’s Digital Mental Health & Wellbeing programme, raising an extraordinary €70,000 for the ISPCC. A special thank you to the Quinn Family Foundation for their continued support of our work and with this event.

### **Legacy giving**

Embracing the opportunity to leave a legacy gift is a profound and enduring gesture that ensures the continued spirit of positively shaping the lives of children and young people across Ireland for generations to come. In this financial year, we received €498,387 in donations through legacies.

The impact of each individual choosing to create a legacy to the ISPCC is met with heartfelt appreciation. This generosity not only transforms the present but ensures a lasting legacy of support, leaving a lasting mark on the future of those we aim to uplift and empower. To the families and friends of those who left a legacy to the ISPCC –thank you for choosing to be a beacon of hope and inspiration.

### **Corporate Support**

#### **Woodies**

In the summer of 2023, Woodies demonstrated unwavering support for Childline as one of the four chosen charities for the annual “Woodies

Heroes” fundraiser. From dedicated employees to loyal customers and suppliers spanning Ireland, a united effort was made to not only meet but exceed the fundraising target.

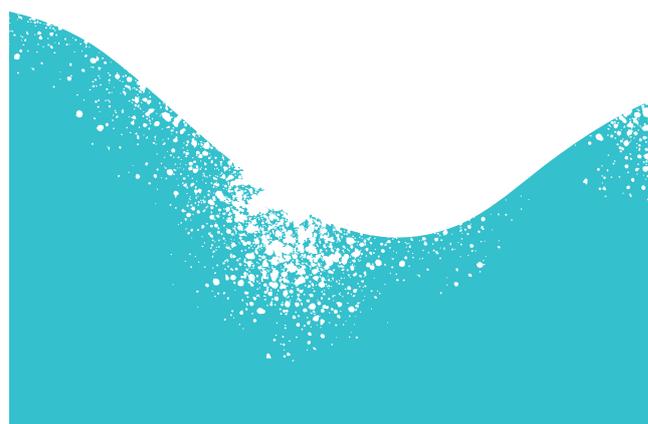
The collective impact of their commitment resulted in the generation of substantial funds of €138,692 for the ISPCC and heightened awareness for our cause.

Their extraordinary support has played a vital role in not only elevating our services but also in the meaningful contribution to our mission. Heartfelt thanks to the entire Woodies community across Ireland for their phenomenal dedication, turning this campaign into an exceptional force for positive change.

### **Ryanair**

Throughout the past year, Ryanair has once again shown remarkable support for the ISPCC and our Childline suite of services. They sustained their commitment by providing passengers with the option to donate directly on their booking site—a strategy that has proven highly effective in generating funds. This dedicated support from Ryanair has played a pivotal role in making a substantial difference to every child or young person who turns to us for help.

Over the last year Ryanair’s ongoing commitment has supported us in our mission to ensure that every child and young person who wants to connect with us can, when and how they want to.



## **Vodafone Ireland**

Over the year we continue to benefit from our long-standing partnership with Vodafone Ireland. One significant aspect of this partnership is the ongoing commitment to cover the costs of Childline's 24-hour phone support service so that no child has to worry about the cost of the phone call. This commitment exemplifies Vodafone's unwavering dedication to our cause.

Many Vodafone employees demonstrated their steadfast commitment as regular donors through payroll deduction over the course of the year. This consistent and supportive gesture ensures a continuous and reliable stream of funding for our vital services.

We also continued to partner with the Vodafone Ireland Foundation and DCU Antibullying Centre on the online safety app – TOZI, which officially launched in June 2023. The app is designed to empower and support young people with the tools and advice they need to have a more positive online experience. Users have access to live support through our Childline listening service should they experience bullying or witness something that upsets them while online.

In recognition of this ongoing and significant partnership, we extend our heartfelt gratitude to everyone at Vodafone Ireland. Your unwavering dedication demonstrates the true essence of our meaningful partnership ensuring we can continue to be here for any child or young person that needs us.

## **Avolon**

Over the year we received €60,000 from Avolon who continues to support our Smart Moves programme. This partnership helped to implement our Smart Moves Programme in 325 primary and secondary schools and 3 youth organisations over the course of the last year. Avolon have been a committed partner to this programme for a number of years and we wish to thank them for their continued support.

## **Carne Group**

The Carne Group successfully raised over €44,000 in funds to support the ISPCC initiatives throughout the year, showcasing our commitment to shared values. This encompassed their impactful cycling event held in June. The unwavering support received over the year has proven to be significant for advancing our initiatives in community engagement through the Smart Moves Programme and our 24-hour Childline Listening Service. We greatly appreciate the alignment of our values with the contributions made by the Carne Group, allowing us to continue making a positive impact in these vital areas.

## **The PHOENIX Group**

ISPCC were delighted to announce a new two year partnership with the Phoenix Group in late 2022. Over the course of the year the staff engaged in multiple fundraising activities for the ISPCC resulting in a donation of over €40,000. These funds enabled us to continue to listen to and empower children to enhance their coping capacities and strengthen their resilience.

## **Mitchell McDermott**

We once again benefitted from the Annual Mitchell McDermott charity cycle in late 2022.

On November the 17th, a 45 strong team of cyclists from Mitchell McDermott completed a virtual 1000km route around Ireland and raised over €24,000 for the ISPCC.

## **Johnson and Johnson**

Under their Calpol brand Johnson and Johnson (Ireland) Ltd supported our Childline Listening service by donating €27,000.

## RTÉ Breakfast Charity Cycle

RTÉ 2FM Breakfast presenters Doireann Garrihy, Donncha O'Callaghan and Carl Mullan took part in the challenge of cycling 300km for Childline live on air in November.

In total, the team raised over €49,000. The ISPCC would like to thank the breakfast team and all those that supported the fundraiser.

## 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 almost €34,000 over the course of the financial year and would like to thank Hozier for his ongoing support throughout the year.

## Brown Thomas Lunch

The ISPCC & Brown Thomas Annual Lunch took place on Friday 1st September 2023. The stylish event held at the InterContinental Hotel in Dublin always draws a fashionable crowd and is one of the biggest dates in Ireland's fashion calendar. We would like to express our heartfelt thanks to Brown Thomas and all those that attended and raised over €100,000 in aid of Childline.

## Fundraising in the community

Over the course of summer 2022 our dedicated and enthusiastic fundraising volunteers braved all the elements that an Irish summer offers to sell ponchos at concerts and festivals around the country. The result of such dedication was raising over €215,000, a staggering increase of 56% on the previous year.

The ISPCC would like to pay a special thank you to all at MCD for their support with this impactful fundraiser. We are incredibly grateful to you and to all our inspiring and valued volunteers.

Throughout the full year thousands of people across the country took on fundraising challenges and held fundraising events all in aid of Childline.

From Community groups in Cork, to clubs and

individuals we had an army of supporters who took part in many activities. They walked, cycled, climbed mountains, ran marathons, held Christmas jumper days and supported our work to help any child or young person that needed us. Over the course of the year these activities raised over €175,000.

We also continued to develop and modernise our countertop collection programme. We would like to acknowledge and thank the retailers and the public for their continued support with this work. Over the course of the year we raised over €220,000 through counter top collections.

We would like to express our heartfelt thank you to everyone who took part in the fundraiser over the last year. Your kindness and passion for our work has meant we can continue to work with as many children as needed.

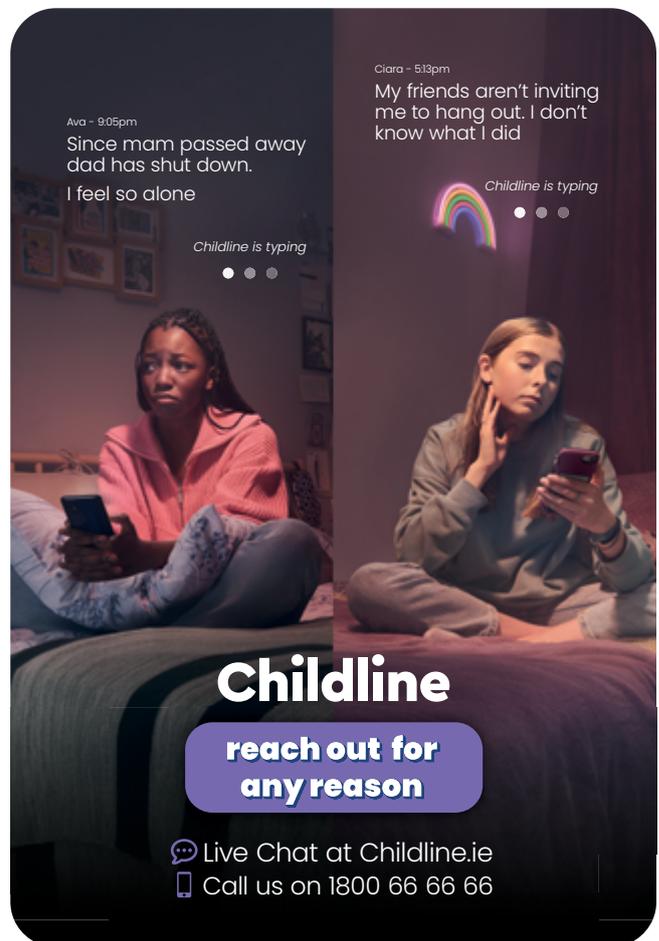


# Marketing and Communications

We have worked hard across all our communications channels to ensure that children and young people are at the very heart of all we do at the ISPC. They help guide our work so we can better connect them with our full suite of services. Their invaluable contributions, their insight, knowledge and honesty has meant that we have been able to deliver impactful campaigns that have delivered real results.

## Reach Out for Any Reason

December 2022 saw the launch of our first digitally led campaign to promote greater awareness of Childline to children and young people in Ireland. With the previous perception being that Childline is only there for people with big crises, we set about to change this by letting children and young people know that no matter how big or small their problem feels, we are here to listen and talk about it, at any time and for any reason. And so, our first digital campaign was born – Reach Out for Any Reason. Our media strategy ensured that we used the places and spaces that matter to children and young people for every stage of our delivery, resulting in an overall increase of 89% in visitors to Childline.ie versus the same period last year.



# 89.1%

Website visitors increase

## Digital Content

We developed and implemented a new social media communications plan to ensure we reached children and young people through the channels that they consume the most. Learning the behaviours of our audiences and utilising the data we have collated through our platforms has allowed us to create channel-

led campaigns and to develop content specific to their needs. This year saw us launch our first Childline TikTok account that has shown consistent growth and promising engagement, meaning we can now engage and connect with even more young people than ever before.

## Letting everyone know who we are and what we do

We created a new, proactive media relations strategy to amplify our key campaign messages across fundraising, services and policy initiatives. As part of this strategy, we invested in a media relations software platform that has enabled us to expand our media reach, target our pitches to specific media and streamline our process to ensure our messages land. Since early 2023, we have seen our reach and presence across the national and regional media landscape increase significantly. We are as always grateful to all our media contacts who continue to support us.

**65.5m**  
Audience reach

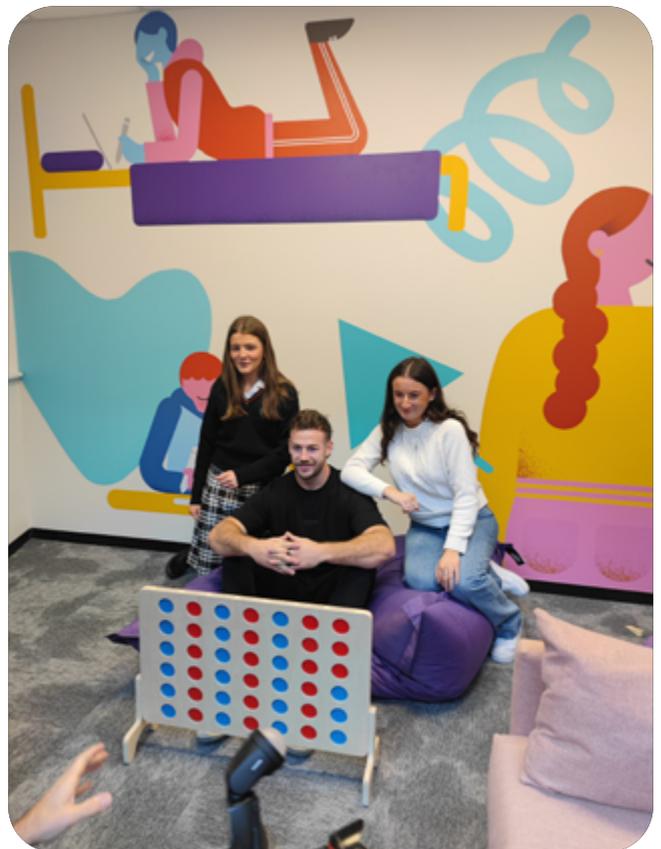
## Childline.ie – Redevelopment of platform and future plans

We have embarked on a journey to redevelop and redefine what Childline.ie can be for children and young people in Ireland. Our work this year has ensured that our ambition to create a clear and compelling digital strategy and experience will ensure that Childline.ie remains relevant and future-fit for the audience we serve. We know from talking to children that they have a lot to handle with each challenge they face shaping their futures. Finding the right help isn't always easy especially when even the smallest of gestures can make a big difference. They need a place that feels safe and just for them. Our work this year has ensured that we are on track to create a digital sanctuary that will ensure Childline.ie is here, anytime they need us, for anything at all.

## Childline Futures Panel

We created the Childline Futures Panel to ensure that the voices of children and young people remain central to the redevelopment of Childline.ie. This year we have worked with an amazing group of students from all over Ireland who took part in our inaugural Childline Futures Panel workshop.

A day of firsts, our panel joined us in Salesforce Tower Dublin to workshop our ambition for Childline.ie where we gained firsthand insights into their perceptions of the Childline brand, stigma around asking for help and attitudes towards everything from branded content to the influence of influencers.



## Policy and Public Affairs

### Strategic Pillar: Play a Major Role in Influencing Policy Landscape

The ISPCC's policy and public affairs effort to realise the organisation's purpose of wanting to build a nation of resilient children continued apace throughout 2022/2023.

The focus of this effort continued to be on our core policy areas of online safety and digital competence; resilience and mental health; and working to prevent child abuse.

To engage in such effort required passion and that passion was centred on the determination of wanting to enhance the lives of children and having the courage to challenge the status quo and to speak out.

We are appreciative again for the support we get from the media as they engage with and cover these important issues for children and young people.

### Online Safety and Digital Competence

#### Legislative Framework

This was a pivotal timeframe for online safety. Minister Catherine Martin signed into law the Online Safety and Media Regulation Act 2022 in December. We were broadly pleased with the final legislative framework. Whilst we displayed courage in our influencing for an individual complaints mechanism by seeking a legal opinion via PILA (Public Interest Law Alliance) and Ms Eithne Reid O'Doherty BL, we were heartened to learn the roadmap for this would be commencing in 2024.

An Coimisiún na Meán (new media commission) was established on a statutory basis by ministerial order on 15 March 2023. The ISPCC had been campaigning for regulatory change and the establishment of an Online Safety Commissioner for many years prior to this. Ms Niamh Hodnett is Ireland's first Online Safety Commissioner.

## Irish Safer Internet Centre

The Irish Safer Internet Centre is a partnership of four leading organisations – Webwise, Hotline.ie, the ISPCC and National Parents Council under the coordination of the Department of Justice – with a mission to make the Internet a better place for children and young people. The project is co-financed by the European Union. A proposal has been submitted for the next round of funding and we await the outcome of this, due imminently.

Safer Internet Day is the key event of the Safer Internet Centre's calendar. This year's event took place at the Chocolate Factory Dublin. The theme was #SilentWitness exploring how a smartphone is like a silent witness when it comes to cyberbullying. The event was attended by key stakeholders and many children and young people, all engaging together in meaningful discussion around the theme. We have focused our online safety policy and public affairs efforts on drawing attention to the ineffectiveness of the current regulatory regime. Hence, we were delighted to work with our Safer Internet Centre partners and make a joint submission to Coimisiún na Meán on its call for inputs into Ireland's first binding online safety code. This code will be an important step in setting the tone for the regulatory environment we want for our children and young people; one where their right to protection and their right to participate meaningfully is respected and fulfilled.

As ever, the ISPCC is grateful to its online safety advisory group for all its help and guidance throughout the year.



## **Resilience and Mental Health**

### **Children's Lived Experiences**

'Mental/Emotional Health' is one of the top reasons profiled for children and young people engaging with the ISPCC. We always listen with empathy to better understand what these experiences are like for them so we can influence policy appropriately.

In November 2022, we were delighted to share their authentic lived experiences and the services we offer to support them at a meeting of the Joint Committee on Education, Further and Higher Education, Research, Innovation and Science as it examined the topic of mental health supports in schools and tertiary education.

It also afforded us an opportunity to recommend that one of our key policy objectives, the Youth Mental Health Pathfinder unit, or equivalent, be initiated to address the importance of cross-departmental working. There was broad support for this position from the members of the committee and the other witnesses present. Our recommendation featured as the first recommendation in the committee's final report, and we would like to think paved the way for further change that was to happen later in the year.

As Ireland was examined on its combined fifth and sixth periodic reports by the UN Committee on the rights of the child in January 2023 – with mental health in focus – we were delighted to have our Childline service recognised as a key support by Dr Philip D. Jaffé, a member of the committee.

### **Mental Health in Spotlight**

The ISPCC shared the sense of shock felt by many when the Mental Health Commission published an interim report into the Child and Adolescent Mental Health Service (CAMHS) in January 2023. The fact that the Mental Health Commission felt compelled to publish an interim report on CAMHS was illustrative of the crisis facing the service. Yet, sadly, that wasn't a surprise for those of us working to support children and young people and trying to influence the need for a more responsive service.

As ever, we appreciated the engagement we had

with Mary Butler TD, Minister for Older People and Mental Health, and support her efforts in trying to bring about the much-needed change to children and young people's mental health services.

### **Mental Health Reform**

The ISPCC is a proud and active member of Mental Health Reform and was delighted to join its board this year. We were also pleased to take part in two showcase events to meet with public representatives and share our services and seek support for our policy work. This collaborative way of working ensures that all relevant stakeholders are speaking with one collective voice on this important policy matter.

### **Working to Prevent Child Abuse**

#### **Research and Innovation**

Whilst influencing policy is important, we also recognise the role research and innovation plays to bring about solutions.

Our research work with TU Dublin on N-Light continued. This project is exploring the relationship between help-seeking behaviours of children who speak to Childline webchat about child sexual abuse and/or grooming and the modus operandi of perpetrators via sources from our Safer Internet Centre partners Hotline. ie. This work is supported by the Tech Coalition.

In April 2023, TU Dublin was successful in securing a place on Science Foundation Ireland's National Challenge Fund. We were delighted to support the application and will act as the Societal Impact Champion on the project. The aim of the project is to develop a digital solution that will build societal resilience against child grooming.

### **Supporting Vulnerable Victims**

Our work commenced on the Expert Panel Review Group looking at three important recommendations from the O'Malley Report on the Review of Protections for Vulnerable Witnesses in the Investigation and Prosecution of Sexual Offences. We were privileged to be invited by An Garda Síochána to be a member of this

group alongside the Ombudsman for Children's Office. The focus of the work will be specifically looking at recommendations 2.2; 2.4; and 2.5. Work so far has involved meeting those involved in specialist interviewing, site visits to specialist interviewing suites and engagement with key stakeholders with responsibility for the service.

### **EU Regulation**

The European Commission's regulation laying down rules to prevent and combat child sexual abuse continued to be debated in 2022/2023. We joined in with the influencing activities of the EU Child Sexual Abuse Legislation Advocacy Group (ECLAG), showing a united front of child advocacy and wider civil society groups to ensure the regulation is as robust as possible. Collaboration at this level is important to ensure a sustained and coordinated approach.

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





# People and Transformation

Throughout the ISPCC year from October 2022 to September 2023, People Priorities and Business plan activities continued to be mapped against our overall ISPCC strategy and specifically against delivering a “Developing a Responsive Organisation” – which is one of the ISPCC’s six strategic pillars. This pillar focuses on four key areas:

## 1. Inspiring Leadership

We empower our people, building their leadership skills and developing our internal talent to grow and develop to be the best version of themselves. Coupled with that we attract great talent with the mindset and ISPCC values to support and accelerate the work we do for all children.

## 2. One Team

We foster a One Team culture and environment, encouraging cross-functional collaboration, particularly in services, fundraising and marketing, working together across locations to achieve the best outcomes for children.

## 3. High Performing Organisation

We embed a high-performance culture across the ISPCC, embracing digital, and best practice supervision, building a feedback culture with regular one-to-ones and the provision of learning and development, robust risk and compliance practices, all to achieve the highest performance standards to provide the best outcomes for children.

## 4. Engaged People

We continue to listen to our people, conducting annual employee and volunteer engagement surveys, actively focusing on areas where we can continue to improve and maintain our strong performance so that we continue our high levels of engagement across the ISPCC. With our business plan firmly focused on maintaining

high levels of employee engagement which contributes to a strong fundraising performance, and increase in service provision, we create a positive work culture, where our people are proud to work for the ISPCC and recommend it to others.

Following on from our Town Hall in October 2022 and our Volunteer Recognition Event in November 2022 every member of our team received a hard copy of the ISPCC Strategy Document which was distributed to all our regional offices nationwide early in 2023 and posted on our IRIS – the ISPCC Intranet.

This user-friendly colorful document became an important tool for our teams to bring to life our new language, describing our purpose, vision, mission, and what are our COPE Values.



Our behaviours are to act with C.O.P.E.



## Another year of Transformation in the ISPCC

National Hub in Harbour Square, Dun Laoghaire – Dublin, April 2023



The 2022 “ISPCC Space Team” was formed to lead on location and layout of a new alternative premises for our ISPCC National Hub. Our Baggot Street offices were in need of extensive and expensive repair and were not fit for purpose for our vision of the ISPCC for the future.

This cross-functional group from services, volunteers, fundraising, marketing and people became a great example of our team having the courage to challenge the status quo in the best interests of children and of building an empowerment culture as they came together weekly and used their expertise to build a space for all – where children are welcome and our teams will want to work together to build a nation of resilient children.

Our new location and layout in Harbour Square, Dun Laoghaire, is fitting with our ISPCC future of work, vision and a place where children and therapeutic sessions can be facilitated. We have installed technology with connectivity in mind as we connect with our teams across the country on MS Teams.



- Tuesday 25 April 2023 was a historic day when we opened our new National Hub in Harbour Square in Dun Laoghaire and invited our entire teams nationally to two days of orientation.
- On Wednesday April 26 2023, over thirty of our colleagues joined the orientation team to view our new premises. Our orientation hosts walked their colleagues through our new building and therapeutic rooms.
- The People Team developed a Harbour Square Employee & Volunteer Orientation Pack to update all employees and volunteers, packed with information on lockers, car parking, places to go and places to eat in our new location in Dun Laoghaire.

We are extremely proud of our new National Hub and all the work that we underwent to onboard our colleagues to get here. Our new National Hub has become the greatest catalyst for transformation both as a conduit and enabler to all our teams working and collaborating together.

Our new space has fostered a One Team culture and environment, encouraging cross functional collaboration, particularly in services, fundraising and marketing where we work together to achieve the best outcomes for children. This commitment speaks to our value of passion and determination to enhance children’s lives.



- This year we brought our ISPCC behaviours to life as our graphics in our new National Hub in Dun Laoghaire walls proudly displayed our Courage, Openness, Passion and Empowerment representing the “how” of everything we do for children.



- Our graphics represent a visual and constant reminder of how we behave as we unite behind our purpose to build a nation of resilient children.



**June 2023 – Back to in person National Meetings and coming together.**



- Our opening coincided with hybrid working as we emerged from Covid restrictions and teams were back to in person meetings.



- Our teams met on the 21 June for our first in-person National Team meetings since Covid with our National Childline Therapeutic Services team, National Childline Digital and Listening teams and overnight Call Facilitator coming together to work and collaborate in our new building.

### **The best of both – Hybrid and in person**

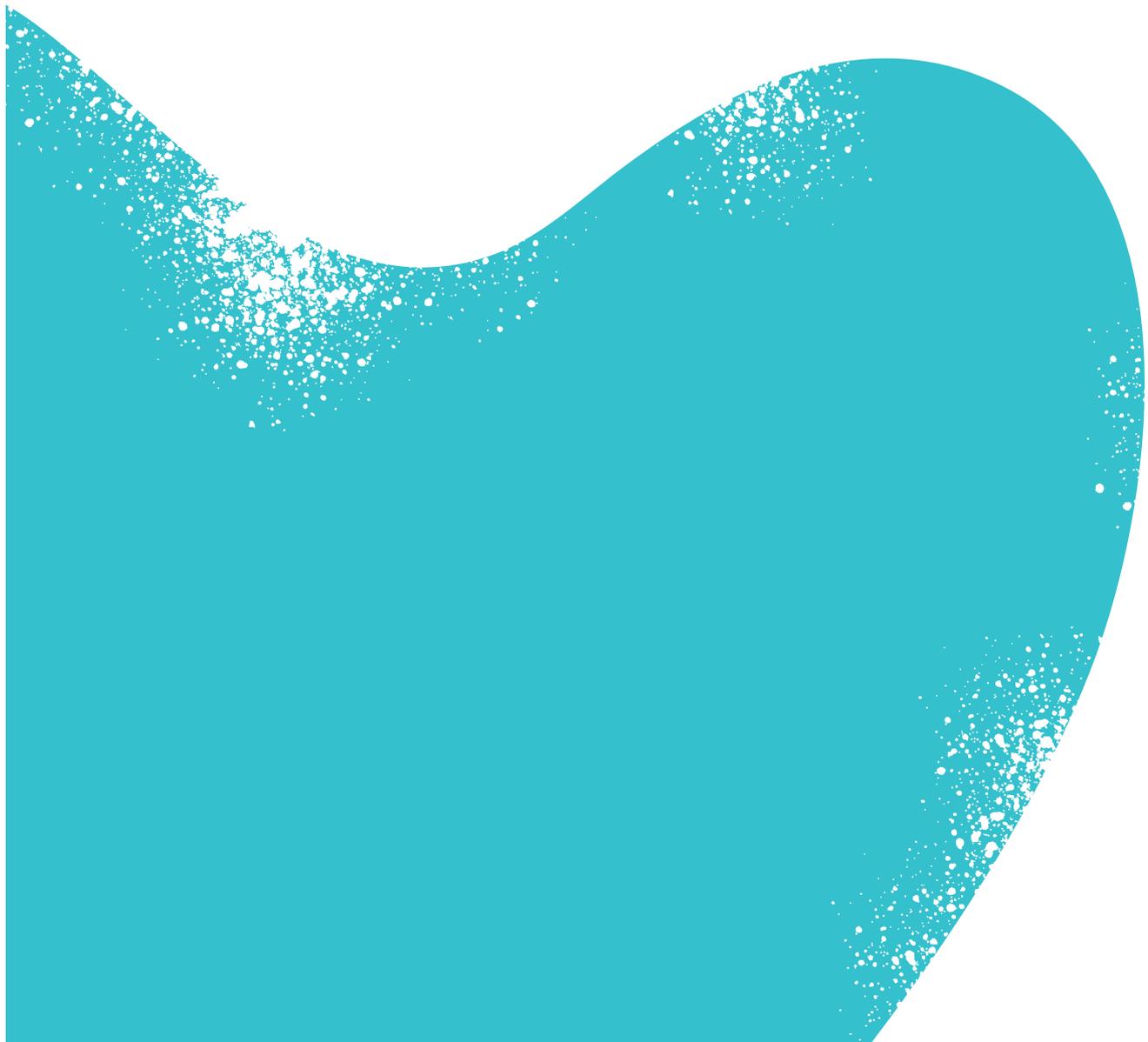
With the opening of our new National Hub and hybrid working, a key catalyst in collaboration is our Anchor Day and Team days. Wednesdays are now our day for in-person attendance. Nationally managers agreed with their teams, the principle of a collaboration day when we are all present working and sharing ideas together.

We wanted to ensure we retained the best of both working in collaboration and in-person together with learnings from our hybrid way of working.

In the ISPC we work to a 50% in-person and remote basis, however our experience has seen so many of our teams delighted to return to working in-person especially in our new surroundings.

### **ISPC One team of highly Engaged People**

The ISPC undertook our 2023 National Employee Survey from 16 June to 6 July, and presented these to our ISPC Board in July 2023. Overall, participation in the survey was at 88% and Employee Engagement increased to 94% representing a 2% increase on 2022. We are incredibly proud to see our positive results with four out of the five key engagement metrics improving in 2022.



## Some notable highlights

- 100% of our people feel they make a difference with the work they do.
- 100% of our people understand how their role contributes to the organisation's goals.
- 95% of our employees felt they are treated with respect, dignity and fairness with improved 2% on 2022.
- With the opening of our National Hub in Harbour Square, we have seen Dublin results move to 100% of the team feeling energised working in a hybrid way.
- Participation increased from 84% to 88% in 2023.

Key Drivers of Engagement	2023	2022	2021	2020
I am treated with respect, dignity and fairness within the organisation	95%	93%	85%	87%
I feel that I am valued for the work that I do	79%	81%	65%	81%
I feel my line manager is approachable and matters raised are dealt with appropriately	98%	93%	78%	86%
I understand how my role contributes to the organisation's goals	100%	95%	93%	94%
I feel that I make a difference in the work that I do	100%	98%	93%	96%
<b>Overall Employee Engagement %</b>	<b>94%</b>	<b>92%</b>	<b>83%</b>	<b>89%</b>

- Overall, the results exceeded expectations and the results will inform our action planning for the coming year both in teams and nationally.
- On September 25 2023, our People Director facilitated a National Action Planning session focused on areas to retain and areas to focus on. Teams joined in person and online from across the country.
- Some areas identified to work on are compensation and benefits, communications, and employee recognition.

## Strengthening and Building our Organisation

Our Organisational Design (OD) focus continued building and strengthening the fundraising team as a key People priority for 2022/2023. Building on the work in 2023, six roles were appointed

in the Fundraising team including Philanthropy and Major Donors, Campaigns, Donor Care and Corporate Partnerships and a new Commercial Director appointment.

- To build our Digital competencies in Fundraising, a new role Digital Fundraiser was appointed in November 2022.
- To continue to strengthen our Fundraising team and reflect our community engagement strategy, we took the opportunity with retirements to strengthen our Community Fundraising team. A new role of Campaigns and Community Manager was developed and appointed in January 2023.

- Two new Community Fundraisers based regionally in Cork and Castlebar were appointed replacing coin collection team who retired and were appointed in January 2023.

Elsewhere, we made several key appointments in the past twelve months to support transformation.

- January 2023 – Head of Marketing and Communications was appointed.
- June 2023 – A new role of Workplace Services Coordinator was appointed with responsibility for facilities and how we work now in a hybrid way and replacing traditional reception-based roles.

### **Finance, Risk and Compliance Organisational Design (OD)**

- In September 2023 we commenced advertising for our Finance Director role which will be vacant due to retirement in April 2024.
- Following an external review, we redesigned and strengthened the Risk and Compliance function which now comes under the Finance Function.
- The role of Risk and Compliance Manager was recruited and appointed internally.
- The role of Risk and Compliance officer was developed and the vacancy was filled in September 2023.

### **New Board members**

New additional appointments were made to strengthen our ISPC Board and in September 2023 we were delighted to host our new (and recent) Board members induction in Harbour Square on 27 September. This was our very first Board induction in Harbour Square since Covid, where we have welcomed four recent Board colleagues on joining the ISPC Board, strengthening the skills and capabilities of our Board to support the ISPC.

### **Digital Readiness Survey**

- With digital transformation at the core of our business strategy, we wanted to engage with our people to gather their feedback. This year we designed a digital survey, where 70 of our people responded in September 2023. The results of the questionnaire will inform us of the next phase of our digital transformation journey.

### **Launch of our Data Insights Monthly Session with our Data Analyst**

- Listening to the voice of the child is critical for us in the ISPC to guide and inform our work. With an inhouse Data Analytics function in place, we held our first Data Insights Monthly Session with our Data Analyst in June 2023 providing up-to-date insights from all our ISPC data on what children are telling us. These short interactive monthly sessions are proving to be extremely popular, well attended and provide question and answer opportunities as we seek to understand the voice of children.
- The Data Project of the month represents another great example of teams working together, sharing insights, being curious, and a one team mindset united behind our purpose to build a nation of resilient children.
- Our communication technology is updated weekly with our Data Insights along with our Intranet IRIS so that we all have access to the latest, most up to date data analytics.

### **Digitalisation in People**

- In May 2023 the People Team launched Personio with a New Annual leave application and People Software with facilitated sessions for People managers. Having come from a context of analog culture with reliance on spreadsheets, the Personio platform represented an opportunity for self-service and digital improvements on managing leave, master data and management information.

- The addition of a Personio app for Managers has been warmly received and critically has provided the “people function” with business information and reporting ability along with empowering managers in a digital direction.

In total 22 employees joined the ISPCC from 1 October 2022, to 30 September 2023 and were onboarded. Our onboarding was delivered both in-person and virtually. Feedback has been positive with so many of our new joiners feeding back on how warm and welcoming the culture has been for them since joining the ISPCC.

As of the 30 September 2023, our average employee numbers were 97 (97 in 2022).

- Of those, 80 were engaged in providing services to children.
- 16 in Fundraising Activity
- One in Administration

### **Graduate Fairs in UCD Michal Smurfit Business School**

- In March, the People and Marketing team presented at the UCD Postgraduate recruitment fair in UCD and were one of two not-for-profits at this event. This represented a wonderful opportunity to promote the ISPCC brand as an employer of choice sharing our opportunities in a purpose driven organisation.

### **Learning and development - Developing internal Talent**

Aligned to the Inspiring Leadership pillar of our People strategy and in parallel with onboarding new skills into our organisation, we focused on developing our existing people, in addition to providing pathways for progression and succession in the ISPCC.

### **Some key highlights throughout the year**

- In conjunction with the UCD co-funded opportunity for the Charity sector, three members of Senior Management completed Professional Development in UCD Academy and two more are currently completing final stages for submission.

- CEO – Diploma in Digital Transformation.
- Fundraising Manager – Professional Diploma in Leadership & Management from UCD.
- Services Manager – Diploma in Performance Management.

- In October 2022, the People Team facilitated an Insights Discovery session with the National Childline Unit Managers in Limerick. Insights Discovery is a self-awareness tool that we have capability to deliver in house. This speaks to our value of openness as we are developing our self-awareness focusing on developing our own self-awareness and openness to feedback to improve.
- In June and November 2022, four delegates attended Project Management Training in Dell Limerick, sponsored by Dell specifically for the charity sector. The feedback from delegates on this programme has been very positive and some have used their learnings, and some have developed project plans for key business projects.
- Forty delegates of our team participated in the Coco’s Law presentation in April with our Head of Policy discussing Coco’s law and the impact it has on the welfare of children.
- Members of the Senior Leadership Team attended the Lundy model of child participation training.

# Internal progression in the ISPCC

The past 12 months has seen evidence of internal moves and progression in the ISPCC such as:

- In January 2023 our Senior Leadership Team was strengthened to include an internal appointment of Head of Policy and Public Affairs. This was a significant appointment to ensure the Policy & Advocacy pillar of our strategy is being delivered.
- March 2023 - One of our Childline Unit Managers was appointed to the new role of Childline Listening Co-ordinator with responsibility for leadership, development and practice supervision in three units.
- In a cross-functional move, a member of the Services Management team has been appointed as Compliance and Risk Manager.
- Two existing talents from our Therapeutic teams have been appointed in Services Manager roles.
- In line with our community engagement strategy, an appointment to the role of Community Engagement Manager Smart Moves was made. This was a promotion for one of the Therapeutic team internally.
- A Clinical Lead for our Digital Support Programmes was appointed from our services team.

## Retirements

- Having undergone their retirement planning programme, one of our long-standing Fundraising employees took the decision to retire in August 2023.
- One of our Childline Supervisors retired in April and in addition, we are also preparing for another senior appointment who has announced retirement from the ISPCC.
- We would like to take this opportunity to thank our retiring long-service employees for their valuable contributions, commitment and service to the ISPCC.

## Graduate and Undergraduate Intern Programme

- Partnering with NUIG, now University of Galway, the ISPCC has a rolling placement in place for interns. We have had highly successful placements in the past and recruited two new interns in 2023 from University of Galway, working with and mentored by the Senior Policy Manager.
- In Fundraising, we partnered with the Intern Group to take on our first international intern from UCLA in Fundraising. In People, we partnered with TUD to recruit a Human Resources placement for six months. Overall, our 2023 interns have contributed very positively to our organisation, bringing fresh new energy and insights to our organisation.

## Wellbeing Focus in the ISPCC

In the ISPCC we have continued our focus on employee and volunteer wellbeing. Our wellbeing team met monthly throughout the year with representatives from all across the organisation and used as a guiding principle, data and findings from the ISPCC National Wellbeing Survey 2022.

- From that survey last year on Wellbeing, our team would value more time on Mindfulness. One of our Therapeutic Team members hosted a monthly virtual Mindfulness session which was open to all the team and well received.
- The ISPCC Book Club was launched in February 2023 and is scheduled monthly for all the team.
- Two competitive teams from the ISPCC joined the Mazars Step Challenge and
- Three ISPCC Teams took part in the Vodafone Dublin City Triathlon

## Wellbeing Launch - New Wellbeing app & Employee Assistance Programme

- To provide additional supports for our teams who deal with sometimes very challenging contacts as part of their work, we announced the ISPCCC's Employee Assistance Programme (EAP) and Digital Health Programme at our Town Hall in October 2022.
- This new confidential service is available to all employees and ISPCCC volunteers on a 24/7 basis with professional supports from experts in areas such as counselling, cancer support, autism support, infertility and pregnancy loss, elderly care support, parent coaching, legal information, financial information, career guidance, life coaching, mediation and much more.
- Utility statistics demonstrate that across the organisation, employees and volunteers have utilised the programme.

## Communication and Staying Connected

### Town Halls & Weekly updates

Staying connected nationally has been as important as ever for us in the ISPCCC. We held our first Town Hall of the new financial year in October 2022 on Microsoft Teams with 46 people in attendance. A key focus of this Town Hall was the focus on our plans for the year ahead. Throughout the year, virtual and in person Town Halls were extremely well attended across the organisation with events held in March 2023 and October 2023.

To ensure everyone had an opportunity to remain connected regardless of their working pattern, sessions were also recorded and shared on the weekly communication email for those unable to make the sessions.

Every week our CEO sends out to the entire organisation, volunteers and employees, a weekly update. Feedback from our employee survey has indicated that while communication has improved, we still have work to do to continue to communicate well across the organisation. The People Team has been actively involved in gathering updates from

around the country to ensure that people are aware of what is happening across the ISPCCC.

This year we introduced celebrating birthdays as a fun way to acknowledge somebody's birthday. Regular updates feature opportunities, internal progression, appointments, fundraising initiatives, events such as well-being activities and content from all our functions.

The vision for the future is to digitize this communication as feedback from our employees and volunteers is that they enjoy the weekly newsletter update and get to hear about what is happening across the organisation.

## Cultural Shifts in the ISPCCC

In summary, 2022 – 2023 has seen one of the greatest cultural shifts that we have witnessed in the ISPCCC.

- A key enabler of our cultural shift has been the opening of our new national hub in Dun Laoghaire. This momentous event coincided with the return to working in person and working in a hybrid way. Representing excellent timing, our teams were motivated and energised to be back working together in person and traveled from various parts of the country to join us for various national team meetings throughout 2023.
- A key cultural shift has been in the evolution of a one team ethos where Childline volunteers and employees are engaging and working together sharing insights. This is significant in particular for our volunteers so they feel part of the overall organisation. In Dublin, this had not been their experience while in two different buildings previously and of equal importance for our employees to understand how our volunteers are experiencing contacts from children.
- Over the past 24 months, we have transformed our fundraising team - designing a new fundraising organisation, replacing 10 roles, and building new skills and mindsets. In 2023 we have reached a significant stage in the fundraising team journey with all the team roles now filled.

Most significantly the organisational design was brought about with minimal investment from the ISPCC as we took the opportunity of retirements and changes as people left the organisation to backfill new roles. The team is performing extremely well and is highly engaged in their work.

**Focus for 2024 – Business plan focus.**

Looking to 2024, we will continue to use feedback from our people to work on areas that matter to our people. Some areas identified to work on include compensation and benefits, communications and employee recognition. These have formed the basis of our Annual Business Plan and our People and Transformation Team Goals for 2024.

With our highly engaged and motivated team living and breathing the ISPCC values, who are empowered to take decisions, the future looks very bright for the ISPCC as we continue our digital journey towards building a nation of resilient children.



# Financial Review, Management and Governance

## Financial review:

Our financial statements comprise our results for the year from 1 October 2022 to 30 September 2023. The statement of financial activities and statement of financial position are set out on pages 85 to 86 respectively. The net deficit for the financial year, after depreciation, amounted to (€455,488), (2021/2022 deficit of €903,102). In the continuing context of Covid and its impacts, this year again saw all charities struggle to raise funds. The cost of living crisis has impacted also in terms of raising funds, however, the ISPCC ensured continuous delivery of its services to children and young people during this time.

## Income:

The main source of income is fundraising. The ISPCC received €1.49m from statutory bodies which represents 28% of the overall income. In common with many not-for-profit organisations, the 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 the 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 that requires that reserves be maintained at a level which ensures that the ISPCC's core activity would continue during a period of unforeseen difficulty.

The reasons why the 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 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.

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 the 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 the ISPCC.

## Management:

The ISPCC 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, IT, Risk & Compliance, Director of People and Transformation, Commercial Director, Director of Communications and Marketing and the Head of Policy & Public Affairs.

The CEO is directly responsible to the board, while members of the Senior Leadership Team periodically present updates to the board on their own areas of responsibility.

### **Governance:**

The board of the ISPC, which is responsible for the strategy and overall performance of the organisation, met 11 times this year. The board has a formal schedule of matters specifically reserved to it for decision to ensure that it effectively exercises its duties and responsibilities. This includes approval of and periodic review of annual budgets, major investments and capital projects, internal financial controls, core policies, risk management and CEO remuneration. Decisions not reserved to the board fall to the responsibility of the CEO who provides a report to the board at each of its meetings.

Directors are recommended to the Board by the Nomination and Corporate Governance Committee and are appointed to the Board until the next Annual General Meeting when they are presented to the members for election. Board Directors may serve a maximum of three consecutive three-year terms. A Director's third term in office may be extended by the Board to the end of the financial year if it considers this to be in the best interests of the organisation.

Directors additionally participate in three other sub-committees of the board – Audit, Risk and Compliance; Remuneration, Nominations and Corporate Governance and Digital Transformation. Additionally there was a temporary Dublin Office Move sub-committee set up to oversee the ISPC's move to its new head office in Harbour Square.

Our President's and Directors' biographies and committee involvements are outlined below.

### **Caroline Downey – President**

Caroline Downey is the President of the ISPC and was formerly a Board member. Caroline has been involved in many facets of the entertainment and music industry for the last 32 years.

She is a director of MCD, the largest music promoters in Ireland, which also has holdings in venues and festivals in the UK and Spain. Her main role within the company is producing and management. Caroline produced the Meteor Irish Music Awards and the Childline Concerts, which have been running for 20 years and have raised many millions of Euro for the ISPC Childline Service.

Her production skills also cover panto as well as numerous plays and other events in the Gaiety and Olympia Theatres in Dublin. Caroline manages the Irish singer-songwriter Hozier and brothers Harry and Alfie from the band Hudson Taylor.

### **Kevin McHugh – Director and Chair**

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 has extensive experience of leading teams with a wide range of backgrounds and skills to deliver professional risk management services. Kevin managed regulatory relationships across multiple businesses and geographies and has significant experience of managing complex change and of large scale restructuring and work out.

### **Mary Forde – Director and Company Secretary (retired 30th March 2023)**

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

Mary joined the board of the ISPC in April 2017 and was later appointed Company Secretary. Mary retired from the company in March 2023.

### **Paddy Barr – Director**

Paddy is owner and 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 has been a member of the board of the ISPCC since July 2016.

### **Donal Murphy – Director**

Donal has over 30 years' experience in the financial services industry, specifically in banking and treasury. An experienced senior-level financial services professional with a long-term track record in leading complex, multi-dimensional portfolios with strategic, operational, people, governance and risk management responsibilities.

He has successfully led the development and delivery of business strategy through multiple and significantly challenging business cycles and environments in Ireland, the UK and the U.S. He has been a member of bank-level senior committees and has chaired multiple business level committees and working groups. Donal's key portfolio responsibility areas of Head of Treasury were wholesale treasury risk management, customer treasury services, group chief economist, bank and country credit risk management and governance and risk control.

He holds an MBS in Business Practice from University College Cork/Irish Management Institute. Donal appreciates and values working inclusively and collaboratively with a small team of committed and motivated individuals and is committed to and actively involved in charitable activities, having volunteered at board level and on a weekly hands-on basis with country-wide national charities. Donal joined the board in December 2022.

### **Michael O'Donovan – Director**

Michael O'Donovan has over 25 years leadership experience in international technology and Fintech sectors. He brings experience in areas

including business and digital transformation as well as scaling online businesses.

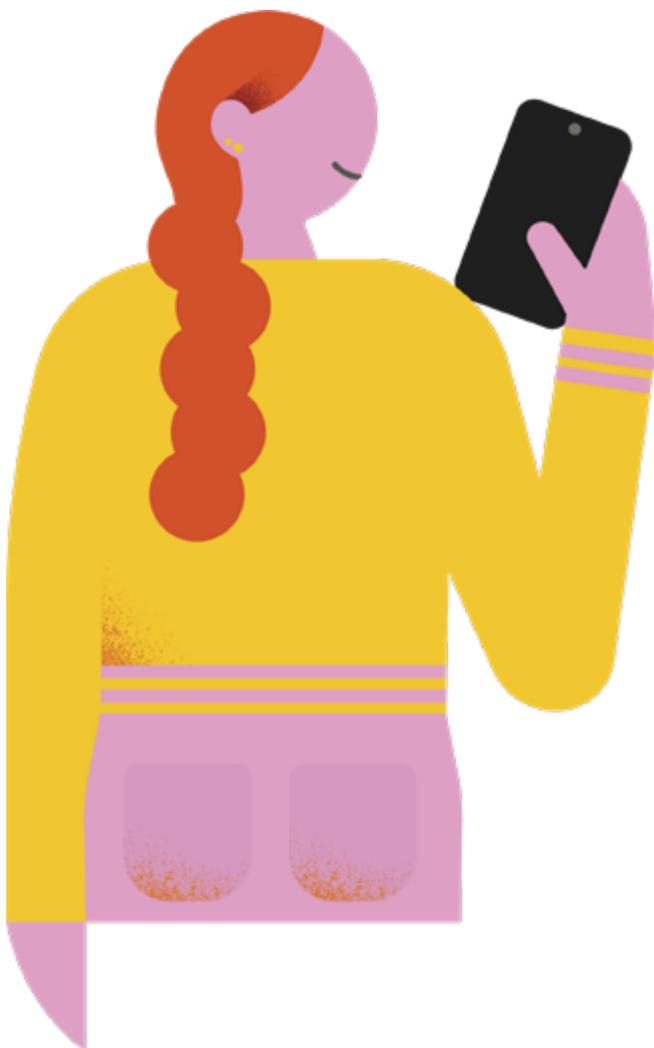
He has been an Independent Non-Executive Director of KBC Bank Ireland since 2019 and is a member of a few board committees including Audit, Risk & Compliance and Corporate Governance. Michael chairs the board of Active Payroll Ireland Limited and from 2016 to 2019 served as a member of the board of the National Concert Hall.

Michael has a BA in Economics and Psychology, post graduate qualifications in Management, Accounting and Finance, Company Direction and an MBA. He is a member of the Institute of Directors and is a Chartered Director.

Michael Joined the board in April 2023.

### **Daragh MacAogain – Director**

Daragh MacAogain is a Chartered Certified Accountant with more than 30 years cross sector expertise in finance, regulatory and global operations domains with specific focus



on strategic change leadership and operational excellence. Daragh has held various financial, strategic and operational leadership roles with some of Ireland's leading companies together with various non-executive board memberships and trustee positions.

He earned a BA in Business from Liverpool John Moores University, and is a Fellow of the Association of Chartered Certified Accountants (FCCA). Key areas of expertise include – Financial Accounting, Auditing and Budgetary Management; leading and scaling regional and global organisations; strategy development and execution; people leadership; sales, product and service delivery; managing large scale global transformations.

Daragh joined the board in January 2023

#### **Ian Brennan – Director**

Ian Brennan has served as a Chief Information Officer for various businesses in Healthcare, Financial Services and Aviation. A recognised expert in cyber-security, information technology management and business alignment.

He holds a Masters of Science in Software Engineering from NUI Maynooth, a Degree in Information Technology from DCU and is a certified Cyber Security Professional holding qualifications such as CISSP, CISM and CCISO. He joined the board of the ISPC in May 2022.

#### **Mary Clarke – Director**

Mary is corporate and regulatory solicitor who has advised a wide range of public and private companies, State bodies and charitable organisations. Mary has significant experience advising regulated sectors on corporate governance, securities law, mergers and acquisitions, disputes and investigations, and has a long history of volunteering in the non-profit sector. Mary holds a Bachelor of Law degree from Trinity College Dublin and was admitted to the roll of Solicitors in 2011 through The Law Society of Ireland. Mary holds professional educational qualifications from The Kings Inn and NUI. Mary joined the board in June 2023

#### **Grace Kelly – Director**

Grace Kelly is Chief Executive of the Anne Sullivan Centre, and previously CEO of the International Adoption Association.

She has a wealth of experience delivering services to children and has also worked as Director of Services at the ISPC. A qualified psychologist and teacher, she has been a member of the ISPC board since 2015 and was recently appointed the organisation's 'Junior Members Rapporteur'.

#### **Maureen King – Director**

Maureen King is 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 20 years of experience in risk and regulatory compliance roles. She holds an Executive MBA from Dublin City University, a Certificate in Sustainable Business Strategy from the 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, Halftime Talk Charity and joined the Board of the ISPC in November 2021.

#### **Julie Wells – Director**

Julie has over 20 years of local and international experience in Brand Management and Marketing and has held many senior roles across multiple sectors in Ireland, UK and globally.

She currently runs her own Independent Strategic Marketing consultancy agency, as well as lecturing at the Michael Smurfit UCD School of Business. Previously she held roles across industry leading companies such as Diageo, Heineken Ireland, Danone and Marks and Spencer's plc. Julie is passionate about brand transformation and growth.

Julie joined the board in September 2023

#### **Sally Goodwin – Director**

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

## **Committees:**

### **Audit, Risk and Compliance Committee –**

The Audit, Risk and Compliance 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.

As part of its work, the Committee continually reviews and updates the risk register, embedding risk management in the organisation, and to improving the clarity of our disclosures in this annual report.

The Committee was composed of the following members; Michael O'Donovan, Donal Murphy and Daragh MacAogain. Mark Mulqueen was an external member, stepping down in June 2023. The Committee met four times in 2022/2023.

### **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, Sally Goodwin and Maureen King. The Remuneration Committee met four times in 2022/2023.

## **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: Mary Forde and Grace Kelly. The Nominations and Corporate Governance Committee met twice in 2022/2023.

### **Dublin Office Move Committee –**

This board sub-committee was formed during a period to approve matters in connection with the Dublin Office Move. The Committee was composed of the following members: Maureen King, Paddy Barr, Mary Forde and Ian Brennan. The Dublin Office Move Committee met three times in 2022/2023. This was completed in January of 2023.

### **Digital Transformation Committee –**

The digital transformation committee consisting of Maureen King and Ian Brennan met four times over 2022/2023. The committee was formed to assist the Childline Evolution Project, which is a further step forward in the ISPCC's digital growth. The new Childline listening platform will give our listening staff and volunteers a superior experience when providing our listening service to children and young people. This system will also give us improved analytics to allow us better review the impact of our support.

## Attendance

Members	Board meetings	Audit Risk & Compliance Committee	Remuneration Committee	Nomination & Corporate Governance Committee	Dublin Office Move Committee	Digital Transformation Committee
Kevin McHugh	12/12	1/1	N/A	N/A	N/A	N/A
Donal Murphy*	10/10	4/4	N/A	N/A	N/A	N/A
Michael O'Donovan**	4/5	3/3	N/A	N/A	N/A	N/A
Daragh MacAogain***	7/8	4/4	N/A	N/A	N/A	N/A
Patrick Barr	9/12	N/A	4/4	N/A	3/3	N/A
Ian Brennan	10/12	N/A	N/A	N/A	3/3	4/4
Maureen King	11/12	N/A	4/4	N/A	3/3	4/4
Grace Kelly	7/12	N/A	N/A	2/2	N/A	N/A
Julie Wells****	1/1	N/A	N/A	N/A	N/A	N/A
Sally Goodwin	8/12	N/A	4/4	N/A	N/A	N/A
Mary Clarke*****	3/3	N/A	N/A	N/A	N/A	N/A
Mary Forde*****	7/7	N/A	N/A	2/2	3/3	N/A
<b>External members of the Committees:</b>						
Mark Mulqueen	N/A	2/2	N/A	N/A	N/A	N/A

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

\*Donal Murphy joined the board in December 2022

\*\*Michael O'Donovan joined the board in April 2023

\*\*\*Daragh MacAogain joined the board in January 2023

\*\*\*\*Julie Wells joined the board in September 2023

\*\*\*\*\*Mary Clarke joined the board in June 2023

\*\*\*\*\*Mary Forde retired from the board and as Secretary in March 2023

## **Additional Governance Matters: Guidelines, Legislation and Regulations –**

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

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

## **Conflicts of Interest:**

The ISPCC has a conflict-of-interest policy in place, which applies to charity 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 the ISPCC Conflicts of Interest Policy.

Where appropriate, board members remove themselves from discussions and decisions where a conflict of interest might arise. This policy is reviewed every three years by the board, last reviewed on 7 March 2023.

## **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.

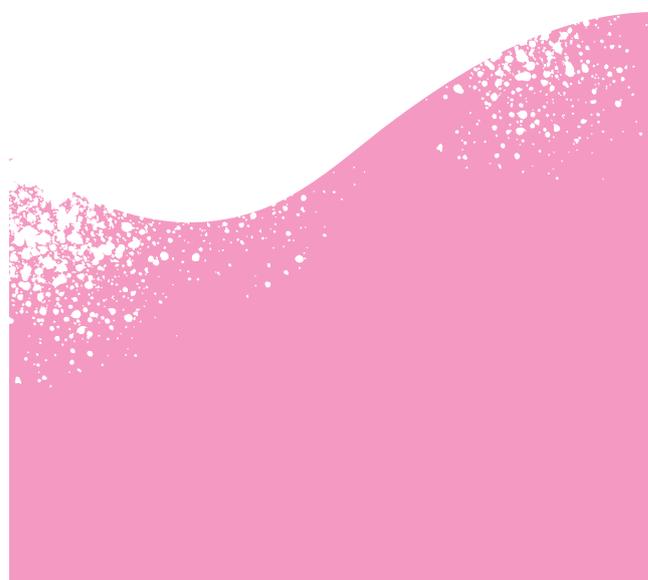
The Nominations and Corporate Governance Committee makes recommendation to the board for the appointment of board members.

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

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

The board of the 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 the ISPCC's purpose, aim and objectives.



### **Board Diversity:**

Recognising that board diversity is important to the board of the ISPCC, the board also considers factors such as gender, age and ethnicity in its succession planning.

The board takes into account any practical experience of individuals in the area to which the ISPCC's purpose relates, and any special expertise an individual may have to ensure the board of the 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.

### **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 the 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 the ISPCC operates. The ISPCC is committed to successfully managing the organisation's exposure to risk and to minimising its impact on the achievement of business objectives.

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

The risks are identified by a bottom-up approach, whereby each function reviews the risks in its own area and ranks those risks.

The Senior Leadership Team reviews the risks and prioritises the top five risks for the board. The Audit, Risk and Compliance Committee of the board reviews the entire register before presenting it to the board.

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



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 of all ISPCC data subjects and notably the children, young people, and families we work with and our valued donors	Data protection policies, training and GDPR compliance programme. Data Protection Officer appointed and Data Protection Committee comprising managers from different departments.
3	Health and Safety	Health and Safety procedures, active health and safety committee and Safety Representative, employee assistance scheme.
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 the ISPCC. The system of internal controls is designed to protect the integrity of the assets and to ensure efficiency of operations. The systems prevent 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.

### General Data Protection Regulation (GDPR):

The ISPCC works continuously to protect personal data and comply with the General

Data Protection Regulation (GDPR) and the Data Protection Act 2018.

The ISPCC implements a GDPR compliance programme that includes ongoing training and raising awareness for all employees and volunteers. Data Protection is reviewed as a matter of course within the Audit, Risk and Compliance sub-committee. Any GDPR concerns are listed on the ISPCC Risk Register. The ISPCC utilises an external, independent DPO as part of our GDPR controls.

### Risks and Uncertainties – Going Concern and Covid:

The board of the ISPCC continue to consider the impact on the organisation of the risks and uncertainties associated with Covid since the initial outbreak.

The board have been cognisant of the fact that there was considerable uncertainty over future income in the context of the Covid 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 fiscal year to safeguard the continuity of its service delivery to children and young people.

As of 30 September 2023, the ISPCC had liquid reserves of €2.79m representing 5.7 months of expenditure. The board will endeavour to maintain reserves at a level in accordance with our policy outlined above.

- 2023/2024 is expected to be a challenging year in terms of income generation and it is the intention of the ISPCC not only to maintain its service level but to grow in line with its strategy. The board regularly monitors cashflow for the organisation and reviews the organisation's financial position at each board meeting.
- A remote-working option has remained in place for 2022/2023 where appropriate.

- Childline employees and volunteers have been deemed essential workers and protocols are in place to ensure that they carry declarations of their status and to ensure their health and safety while in the Childline units. Childline Therapeutic Support Services offer face to face delivery where safe and appropriate to do so.

**Vetting:**

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

**Health, Safety and Wellness:**

The ISPCC continues to enhance our health, safety and wellness protocols and embed these in our organisational practices. Our Health and Safety Representative meet throughout the year to monitor and pro-active manage health, safety and welfare at work in the ISPCC.

As part of our wellness programme, we have an employment assistance programme which is available for all employees on a supportive and confidential basis. In addition, the CEO's weekly update regularly signposts freely available wellbeing resources.

Our Internal Stakeholders	Our Key Methods of Engagement
<b>Employees</b>	Twice-weekly Senior Leadership Team meetings/ Quarterly 'Town Hall' all staff meetings/ Internal departmental communication meetings/ Weekly updates to all employees from the Chief Executive.
<b>Volunteers</b>	Annual Volunteer Recognition Event / Volunteer Regional Meetings.
<b>Board</b>	Regular board meetings / Detailed board pack sent in advance of all meetings / Individual Senior Leadership Team members presentations to the board.

Our External Stakeholders	Our Key Methods of Engagements
<b>Children</b>	Childline website and social media profiles/ Schools, clubs and community outreaches/ School and community promotional materials/ Presence at community events/ Childrens Advisory Committees/ Promotional and advertising campaigns.
<b>Families</b>	Through the Childline Therapeutic Support Service Parent Hub on the ISPCC website. Community outreach and presence at events/ social media presence/ support line service.
<b>Donors</b>	Direct Mailings/ Social and traditional media presence/ Direct communication via our Chief Executive and fundraising department.
<b>Community</b>	The ISPCC and Childline digital platforms (web and social)/ Childline schools, clubs and community outreaches/ Communication through media coverage/ presence at public events.
<b>HSE &amp; Tusla</b>	Annual review meetings.
<b>Government &amp; Regulatory Bodies</b>	The ISPCC has a Policy and Research function dedicated to stakeholder policy matters which affect the ISPCC / We communicate with all parties including Government Ministers and Department Officials, opposition party Spokespeople, TDs, Senators and MEPs.
<b>Government Structure</b>	The ISPCC is a seat holder on the National Advisory Council for Online Safety and the National Advisory Council for Children and Young People (Better Outcomes, Brighter Futures).
<b>Department of Justice, Cybercrime</b>	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.
<b>Media</b>	Press releases, media statements and interviews.

### **Directors and Secretary:**

The directors and secretary who served during the period are as follows, unless otherwise indicated.

Kevin McHugh (Chairperson)

Caroline Downey (President)

Michael O'Donovan

Donal Murphy

Daragh MacAogain

Mary Forde (Company secretary, resigned 30 March 2023)

Patrick Barr

Ian Brennan

Mary Clarke

Grace Kelly

Maureen King

Julie Wells

Sally Goodwin

Simmons & Simmons (Company Secretary, Appointed 30 March 2023)

### **Related Party Transactions:**

There were no 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 2023.

### **Post Balance Sheet Events:**

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

### **Accounting Records:**

The directors are responsible for ensuring that proper books and accounting records, as outlined in Section 281-285 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 companies 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 companies 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 companies statutory auditors are aware of that information'.

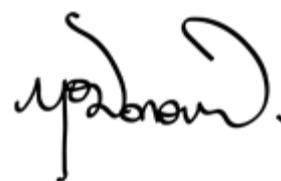
### **Auditors:**

The ISPCC's current auditors are Mazars, Chartered Accountants and Statutory Audit Firm. 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



Kevin McHugh



Michael O'Donovan

5th March 2024

# Directors' responsibility 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. 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



Kevin McHugh



Michael O'Donovan

5th March 2024

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

### Report on the audit of the financial statements

#### Opinion

We have audited the financial statements of The Irish Society for the Prevention of Cruelty to Children ('the company') for the year ended 30 September 2023 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 2023 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.

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

### Other information

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

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

We have nothing to report in this regard.

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

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

- The information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements;
- The directors' report has been prepared in accordance with applicable legal requirements;

- The accounting records of the company were sufficient to permit the financial statements to be readily and properly audited; and
- The financial statements are in agreement with the accounting records.

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

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

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

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

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

### Respective responsibilities

#### Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement set out on page 81, 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](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.



**Aedín Morkan**

**for and on behalf of Mazars**

**Chartered Accountants &  
Statutory Audit Firm**

**Harcourt Centre**

**Block 3**

**Harcourt Road**

**Dublin 2**

# Statement of financial activities

(including an Income and Expenditure Account)

	Notes	Year ended 30 September 2023			Year ended 30 September 2022		
		Restricted Funds €	Unrestricted Funds €	Total €	Restricted Funds €	Unrestricted Funds €	Total €
<b>Income and endowments from:</b>							
Donations and legacies	5	325,667	2,959,583	3,285,250	-	2,620,714	2,620,714
Charitable activities	5	-	1,684,971	1,684,971	-	1,547,937	1,547,937
Other trading activities	5	-	330,432	330,432	-	286,818	286,818
Investments	5	-	403	403	-	199	199
Other income		-	-	-	-	172,291	172,291
<b>Total income and endowments</b>	<b>5</b>	<b>325,667</b>	<b>4,975,389</b>	<b>5,301,056</b>	<b>-</b>	<b>4,627,959</b>	<b>4,627,959</b>
<b>Expenditure on:</b>							
Charitable activities	6	-	4,300,347	4,300,347	24,988	4,421,310	4,446,298
Raising funds	6	54,939	1,197,421	1,252,360	-	861,888	861,888
Other	6	154,992	48,845	203,837	154,992	67,883	222,875
<b>Total expenditure</b>	<b>6</b>	<b>209,931</b>	<b>5,546,613</b>	<b>5,756,544</b>	<b>179,980</b>	<b>5,351,081</b>	<b>5,531,061</b>
<b>Net (expenditure) / income</b>	<b>7</b>	<b>115,736</b>	<b>(571,224)</b>	<b>(455,488)</b>	<b>(179,980)</b>	<b>(723,122)</b>	<b>(903,102)</b>
<b>Net movement in funds</b>		<b>115,736</b>	<b>(571,224)</b>	<b>(455,488)</b>	<b>(179,980)</b>	<b>(723,122)</b>	<b>(903,102)</b>
<b>Total funds brought forward</b>	<b>17</b>	<b>232,473</b>	<b>5,028,759</b>	<b>5,261,232</b>	<b>412,453</b>	<b>5,751,881</b>	<b>6,164,334</b>
<b>Total funds carried forward</b>	<b>17</b>	<b>348,209</b>	<b>4,457,535</b>	<b>4,805,744</b>	<b>232,473</b>	<b>5,028,759</b>	<b>5,261,232</b>

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 88 to 106 form part of these financial statements.

# Statement of financial position

	Notes	30 September 2023 €	30 September 2022 €
<b>Fixed assets</b>			
Tangible assets	11	1,961,832	296,711
Intangible assets	12	53,411	-
Financial assets	13	13,939	13,939
		<b>2,029,182</b>	<b>310,650</b>
<b>Current assets</b>			
Debtors	14	448,469	670,876
Cash and cash equivalents		2,737,672	5,043,766
		<b>3,186,141</b>	<b>5,714,642</b>
<b>Creditors</b>			
Amounts falling due within one year	15	(409,579)	(764,060)
<b>Net current assets</b>		<b>2,776,562</b>	<b>4,950,582</b>
<b>Total assets less current liabilities</b>		<b>4,805,744</b>	<b>5,261,232</b>
<b>The funds of the charities</b>			
Unrestricted funds	17	4,402,596	5,028,759
Restricted funds	17	403,148	232,473
		<b>4,805,744</b>	<b>5,261,232</b>

The notes on pages 88 to 106 form part of these financial statements

On behalf of the Board of Directors



Kevin McHugh

5th March 2024

# Statement of Cash Flow

	Notes	Year ended 30 September 2023 €	Year ended 30 September 2022 €
<b>Cash flows from operating activities</b>			
Net expenditure		(455,488)	(903,102)
Adjustments for:			
Depreciation	11	201,401	212,736
Net gain on sale of tangible assets		-	(172,291)
Investment income		(403)	(199)
Movement in debtors		222,407	(317,105)
Movement in creditors		(352,045)	329,716
<b>Net cash outflow from operating activities</b>		<b>(384,128)</b>	<b>(850,245)</b>
<b>Cash flow from financing activity</b>			
Investment income received		403	199
<b>Cash flow from investing activity</b>			
Disposal of tangible assets		-	2,563,661
Acquisition of tangible assets		(1,868,958)	(44,900)
Acquisition of intangible assets		(53,411)	-
<b>Net cash (outflow) / inflow from investing activities</b>		<b>(1,922,369)</b>	<b>2,518,761</b>
<b>Net (decrease) / increase in cash &amp; cash equivalents</b>		<b>(2,306,094)</b>	<b>1,668,715</b>
<b>Cash and cash equivalents at the beginning of the year</b>		<b>5,043,766</b>	<b>3,375,051</b>
<b>Cash and cash equivalents at the end of the year</b>		<b>2,737,672</b>	<b>5,043,766</b>

# 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 2023.

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 Unit 3 Block 3, Harbour Square, Crofton Road, Dun Laoghaire, Dublin, Ireland. 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 ISPCC pre 2013 and who met the criteria for membership, are affiliated to the Nominated Health Agencies Superannuation Scheme (NHASS), a public service multi-employer contributory scheme. This scheme is a defined benefit scheme and in common with most other State schemes is non-funded with benefits being met on a "pay-as-you-go" basis. Any and all liabilities with this scheme sits with the State.

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

## 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 20007225). 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 cost less accumulated depreciation.

## Depreciation

A full year's depreciation is charged in the year of acquisition, and with the exception of freehold property, no depreciation is charged within 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 properties	1%
Leasehold premises	Depreciated over terms of lease
Fixtures and fittings	10%
Computer equipment	33%
<b>Vodafone platform</b>	<b>20%</b>

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. Intangible assets

Costs that are directly attributable to a project's development phase are recognised as intangible assets, provided they meet the following recognition requirements:

- the technical feasibility of completing the intangible asset so that it will be available for use or sale;
- the company intends to complete the intangible asset and use or sell it;
- the company is able to use or sell the intangible asset;
- the intangible asset will generate probable future economic benefits;

- adequate technical, financial and other resources are available to complete the development and to use or sell the intangible asset;
- the company is able to measure reliably the expenditure attributable to the intangible asset during its development.

Capitalised development costs are amortised on a systematic basis over their estimated useful economic lives. Amortisation will commence when the software is available for use.

#### **k. 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.

#### **l. Operating leases**

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

#### **m. 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.

#### **n. 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.

## **o. 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 & cash flows for a period of twelve months from the date of the financial statements, which demonstrate that there is no material uncertainty regarding the company's ability to meet its liabilities as they fall due, and to continue as a going concern. The executive have prepared budgets & cashflows for a further six months up to March 2025. The Board of the ISPCC have no current going concern concerns and expect the ISPCC 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 and Intangible Assets

Tangible fixed assets comprise freehold property, leasehold property, computer equipment and fixtures and fittings. The annual depreciation charge depends 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 charge for the financial period. The net book value of tangible assets subject to depreciation at the financial year end date was €1,962k (2022: €297k) (See Note 11).

Intangible asset comprise website development costs. Capitalised development costs are amortised on a systematic basis over the estimated useful economic life. Amortisation commences when the website is available for use.

## 5. INCOME AND ENDOWMENTS

a) Donations and legacies	Year ended 30 September 2023 €	Year ended 30 September 2022 €
<b>Donations</b>	2,786,863	2,325,745
<b>Legacies</b>	498,387	294,969
	<b>3,285,250</b>	<b>2,620,714</b>

The breakdown of restricted and unrestricted income for donations and legacies is as follows:

### 2023

	Restricted Income €	Unrestricted Income €	Total €
<b>Donations and Legacies</b>	325,667	2,959,583	3,285,250

	Restricted Income €	Unrestricted Income €	Total €
<b>Donations and Legacies</b>	-	2,620,714	2,620,714

<b>b) Charitable activities</b>	Year ended 30 September 2023 €	Year ended 30 September 2022 €
<b>Service payments</b>		
TUSLA Dublin	163,663	155,943
TUSLA Galway	29,576	28,181
TUSLA Cork	171,230	88,907
TUSLA Limerick	57,750	54,925
TUSLA Mayo	42,574	40,660
TUSLA Clare	52,000	56,700
TUSLA Louth	71,887	70,170
TUSLA Parenting Lead Role	72,450	69,690
TUSLA Cavan & Monaghan	59,253	52,520
TUSLA Commissioning	3,000	30,971
CYPSC Clare	22,000	6,800
	<b>745,383</b>	<b>655,467</b>

b) Charitable activities <i>continued</i>	Year ended	Year ended
	30 September 2023 €	30 September 2022 €
<b>Funding from statutory bodies</b>		
National Office for Suicide Prevention HSE	216,835	209,490
SilverCloud	-	48,900
DCEDIY* – Monaghan Project	84,358	61,489
DCEDIY – Missing Children	90,000	89,575
Department of Justice – Internet Safety	7,290	19,231
Regional Drug Task Force payments		
– Wicklow RDTF HSE	22,500	90,000
– RDTF NE 13 HSE	76,150	50,000
DCEDIY – Cavan Bounce Back Service	103,554	104,125
DCEDIY – Include Project Cavan Monaghan	8,467	20,499
DCEDIY NVR	-	4,200
Health Ireland Youth Mental Health	26,000	-
Cork City Funding	1,052	-
European Fundng	112,171	-
Department of Health	2,450	-
	<b>750,827</b>	<b>697,509</b>
<b>Other charitable income</b>		
– St. Patrick’s Mental Health Services	50,000	50,000
– Clare Local Development	-	5,400
– Other	138,761	139,561
	<b>188,761</b>	<b>194,961</b>
<b>Total income from charitable activities</b>	<b>1,684,971</b>	<b>1,547,937</b>

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

All income from charitable activities is unrestricted unless otherwise indicated.

Other trading activities	Year ended	Year ended
	30 September 2023 €	30 September 2022 €
Community events	228,360	159,861
Fundraising events	101,333	125,225
Sale of merchandise	739	1,732
	<b>330,432</b>	<b>286,81</b>

#### d) Other income

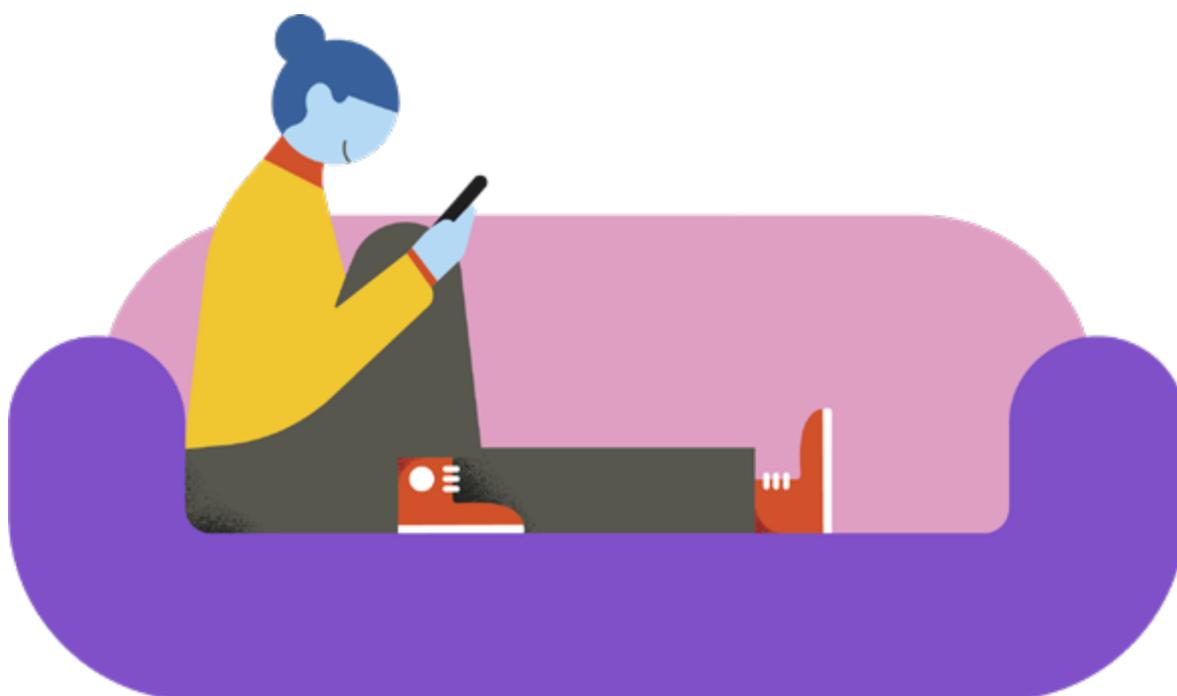
In 2022, the company sold its Baggot Street properties with a net book value amounting to €2,391,370. The company has recognised a gain of €172,291 from the sale of this building in 2022. No other income for 2023.

Tusla (Child & Family Agency)	Opening Balance/deferred income	Total Income	Total Expenditure	Closing balance/deferred income	2023		2022	
					Total Income	Total Expenditure	Closing balance/deferred income	Closing balance/deferred income
Louth/Meath	-	71,887	71,887	-	70,170	70,170	-	-
Cavan/Monaghan	-	59,253	59,253	-	52,520	52,520	-	-
Dublin Central	-	163,663	163,663	-	155,943	155,943	-	-
Mayo	-	42,574	42,574	-	40,660	40,660	-	-
Limerick	-	57,750	57,750	-	54,925	54,925	-	-
Clare	-	52,000	52,000	-	56,700	56,700	-	-
Galway	-	29,576	29,576	-	28,181	28,181	-	-
Cork	-	171,230	171,230	-	88,907	88,907	-	-
National (Tusla Parenting Lead)	-	72,450	72,450	-	69,690	69,690	-	-
Tusla Commissioning	-	3,000	3,000	-	30,971	30,971	-	-
Clare CYPSC	-	22,000	22,000	-	6,800	6,800	-	-
<b>Total</b>	<b>-</b>	<b>745,383</b>	<b>745,383</b>	<b>-</b>	<b>655,467</b>	<b>655,467</b>	<b>-</b>	<b>-</b>

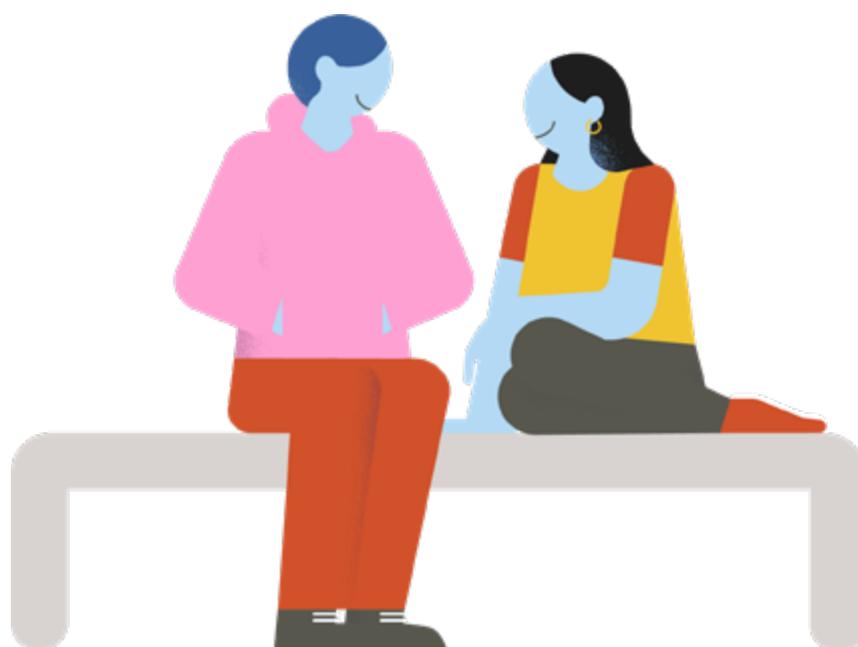
## 6. EXPENDITURE

Year ended 30 September 2023

	Restricted Funds €	Unrestricted Funds €	Total €
<b>a) Charitable activities</b>			
Salary costs	-	2,558,456	2,558,456
Direct costs	-	1,469,204	1,469,204
Support costs	-	272,687	272,687
	-	<b>4,300,347</b>	<b>4,300,347</b>
<b>b) Raising funds</b>			
Salary costs	54,939	646,547	701,486
Direct costs	-	495,022	495,022
Support costs	-	55,852	55,852
	<b>54,939</b>	<b>1,197,421</b>	<b>1,252,360</b>
<b>c) Other</b>			
Depreciation	154,992	48,845	203,837
	<b>154,992</b>	<b>48,845</b>	<b>203,837</b>
<b>TOTAL</b>	<b>209,931</b>	<b>5,546,613</b>	<b>5,756,544</b>



	Restricted Funds €	Unrestricted Funds €	Total €
<b>a) Charitable activities</b>			
Salary costs	19,994	2,696,360	2,696,354
Direct costs	-	1,516,973	1,516,973
Support costs	4,994	227,977	232,971
	<b>24,988</b>	<b>4,421,310</b>	<b>4,446,297</b>
<b>b) Raising funds</b>			
Salary costs	-	552,265	552,265
Direct costs	-	261,906	261,906
Support costs	-	47,717	47,717
		<b>861,888</b>	<b>861,888</b>
<b>c) Other</b>			
Depreciation	154,992	57,744	212,736
Loss on disposal	-	10,139	10,139
Strategy investment			
	<b>154,992</b>	<b>67,883</b>	<b>222,875</b>
<b>TOTAL</b>	<b>179,980</b>	<b>5,351,081</b>	<b>5,531,061</b>



Year ended 30 September 2023			
	Charitable activities €	Raising funds €	Total €
Accountancy costs	18,376	3,764	22,140
IT costs	222,797	45,633	268,43
Governance costs	31,514	6,455	37,969
	<b>272,68</b>	<b>55,852</b>	<b>328,539</b>

Year ended 30 September 2022			
	Charitable activities €	Raising funds €	Total €
Accountancy costs	16,334	3,346	19,680
IT costs	191,727	39,269	230,996
Governance costs	24,910	5,102	30,012
	<b>232,971</b>	<b>47,717</b>	<b>280,688</b>

## 7. NET (EXPENDITURE) / INCOME

	Year ended 30 September 2023 €	Year ended 30 September 2022 €
Net (expenditure) / income is stated after charging:		
Auditor remuneration (including VAT) – statutory audit services	22,140	20 295
Depreciation	203,837	212,736
Net gain loss on disposal of fixed assets	-	(172,291)
Operating lease payments	171,618	175,043

## 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 2023 €	Year ended 30 September 2022 €
Salaries	2,905,907	2,821,861
Pension	35,825	36,090
Redundancy costs	16,623	-
Social welfare costs	301,587	315,440
	<b>3,259,942</b>	<b>3,173,391</b>

The average monthly number of salaried persons (including temporary fundraising staff) employed by the company in the year was 98 (2022: 101). An analysis of employee numbers at the year end is as follows:

	30 September 2023 Number	30 September 2022 Number
Services to children	81	87
Fundraising	16	13
Administration	1	1
	<b>98</b>	<b>101</b>

The company employs sessional staff to provide services only as required. The full-time equivalent staff numbers employed in the year was 72 (2022:73).



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 2023 Number	30 September 2022 Number
€50,001 – €60,000	6	8
€60,001 – €70,000	7	3
€70,001 – €80,000	2	2
€80,001 – €90,000	5	2
€90,001 – €100,000	-	-
€100,001 – €110,000	-	-
€110,001 – €120,000	-	1
€120,001 – €130,000	1	-

#### Key management compensation:

The compensation paid to key management personnel (which comprised of the CEO, Director of Services, Director of IT & Finance, Head of Communications and Marketing, Director of People and Transformation, Commercial Director and Policy and Public Affairs Manager) for the year ended 30 September 2023 for planning, directing and controlling the charity is €541,529 (2022: €506,224).

The annual salary of the CEO is €115,500 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 (2022: €Nil).



## 11. TANGIBLE ASSETS

	Freehold Property €	Leasehold properties €	Fixtures & fittings €	Computer equipment €	Total €
<b>Cost</b>					
At 30 September 2022	-	82,650	221,497	1,118,514	1,422,661
Additions	1,735,152	-	82,939	50,867	1,868,958
Disposals	-	-	-	-	-
<b>At 30 September 2023</b>	<b>1,735,15</b>	<b>82,650</b>	<b>304,436</b>	<b>1,169,381</b>	<b>3,291,619</b>
<b>Depreciation</b>					
At 30 September 2022	-	78,224	196,954	850,772	1,125,950
Charge for the year	7,091	2,436	9,555	184,755	203,837
Disposals	-	-	-	-	-
<b>At 30 September 2023</b>	<b>7,091</b>	<b>80,660</b>	<b>206,509</b>	<b>1,035,527</b>	<b>1,329,787</b>
<b>Net book value</b>					
At 30 September 2022	-	4,426	24,543	267,741	296,711
<b>At 30 September 2023</b>	<b>1,728,061</b>	<b>1,990</b>	<b>97,927</b>	<b>133,854</b>	<b>1,961,832</b>

## 12. INTANGIBLE ASSETS

During the financial year, the Charity further developed its existing website. Capitalised website development costs represent the aggregate of the expenditure incurred in the development of the project.

	2023 €
<b>Cost</b>	
Balance at beginning of year	-
Addition	53,411
<b>Balance at end of year</b>	<b>53,411</b>
<b>Accumulated Amortisation</b>	
Balance at beginning of year	-
Amortisation	-
<b>Balance at end of year</b>	<b>-</b>
<b>Carrying Amount</b>	
<b>At 30 September</b>	<b>53,411</b>

### 13. FINANCIAL ASSETS

	2023 €	2022 €
Balance at beginning of year	13,939	13,939
Balance at end of year	13,939	13,939
Comprised as follows:		
Equities	13,939	13,939

### 14. DEBTORS

Amounts falling due within one year	2023 €	2022 €
Debtors and prepayments	448,469	670,876

All debtors are due within one year

### 15. CREDITORS

Amounts falling due within one year	2023 €	2022 €
Trade creditors and accruals	270,010	370,648
PAYE/PRSI	74,088	79,418
Deferred income (Note 16)	65,481	313,994
	<b>409,579</b>	<b>764,060</b>

#### 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.

## 16. DEFERRED INCOME

	2023 €	2022 €
At 1 October	313,994	145,500
Credited to Statement of Financial Activities	(308,915)	(129,775)
Deferred during the year	60,402	298,269
<b>At 30 September</b>	<b>65,481</b>	<b>313,994</b>

Funds received during the year in an amount of €60,402 did not meet the criteria for recognition as income as terms and conditions attaching to the income have not yet been met. This income has therefore been deferred to future years in accordance with Charities SORP.

## 17. FUNDS OF THE CHARITY

	Restricted funds 2023 €	Unrestricted funds 2023 €	Total 2023 €
Balance at beginning of year	232,473	5,028,759	5,261,232
Income for the year	325,667	4,975,389	5,301,056
Expenditure for the year	(209,931)	(5,546,613)	(5,756,544)
Transfer between funds	-	-	-
<b>Balance at end of year</b>	<b>348,209</b>	<b>4,457,535</b>	<b>4,805,744</b>
Fund balances are represented by:			
Fixed assets	77,481	1,884,351	1,961,832
Intangible assets	53,411	-	53,411
Current assets	272,317	2,982,763	3,200,080
Current liabilities	-	(409,579)	(409,579)
<b>Balance at end of year</b>	<b>348,209</b>	<b>4,457,535</b>	<b>4,805,744</b>

In respect of the prior year	Restricted funds	Unrestricted funds	Total
	2022	2022	2022
	€	€	€
Balance at beginning of year	412,453	5,751,881	6,164,334
Income for the year	-	4,627,959	4,627,959
Expenditure for the year	(179,980)	(5,351,081)	(5,531,061)
Transfer between funds	-	-	-
<b>Balance at end of year</b>	<b>232,473</b>	<b>5,028,759</b>	<b>5,261,232</b>
Fund balances are represented by:			
Fixed assets	232,473	64,238	296,711
Current assets	-	5,728,581	5,728,581
Current liabilities	-	(764,060)	(764,060)
	<b>232,473</b>	<b>5,028,759</b>	<b>5,261,232</b>

## 18. PENSION SCHEME

Staff who joined the ISPC 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.

## 19. 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:

	2023	2022
	€	€
Due within one year	90,008	90,008
Due between one year and five years	214,729	214,729
Due after five years	11,110	60,804
	<b>315,847</b>	<b>365,541</b>

## **20. RELATED PARTY TRANSACTIONS**

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 2023.

## **21. POST BALANCE SHEET EVENTS**

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

## **22. APPROVAL OF FINANCIAL STATEMENTS**

The financial statements were approved by the directors on 5th March 2024.





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