

Annual Report Financial Statements

– Building a nation of resilient children

for the year ended 30 September 2024

THE IRISH SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN



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Directors and other information

Kevin McHugh (Chairperson)

Patrick Barr

Sally Goodwin

Ava Battles (Appointed 27th June 2024)

Maureen King

Grace Kelly (Resigned 28th March 2024)

Ian Brennan

Daragh MacAogain

Donal Murphy

Michael O'Donovan

Mary Clarke

Julie Wells

PRESIDENT

Caroline Downey

CHIEF EXECUTIVE

John Church

SECRETARY

Simmons & Simmons Corporate Services Ltd.

ISPCC REGISTERED OFFICE

Unit 3, Block 3, Harbour Square, Crofton Road,
Dun Laoghaire, Co Dublin.

CHARITY REGISTRATION NUMBER

20007225

CHY NUMBER

CHY 5102

COMPANY REGISTRATION NUMBER

15958

AUDITORS

RBK

Chartered Accountants & Statutory Audit Firm

Termini

3 Arkle Road

Sandyford

Dublin 18

SOLICITORS

Beauchamps

Riverside Two

Sir John Rogerson's Quay

Grand Canal Dock

Dublin 2

BANKERS

Allied Irish Bank

62 St. Brigid's Road

Artane

Dublin 5

Bank of Ireland

2 College Green

Dublin 2

Chair and CEO's Foreword

We are pleased to present the Annual Report and Financial Statements of ISPC for the period of October 2023 – September 2024.

The past year to September 2024 saw the completion of our current strategy and the evolution of our new strategy that will take us to 2027. The challenge during our last strategy was to maintain relevance amongst our core service users, that is, children and young people up to 18 years old. This necessitated some significant organisational and cultural changes along with the development of new digital services to evolve our Childline service from a perceived crisis helpline into an omni-channel service for every child, no matter what the issue.



We are pleased to say that great strides have been made with regards to the development of our services and therefore we have reached substantially more children as a result. During this period and including the year in question, significant investment was made from our reserves to ensure we continue to remain relevant and financially sustainable in future years.

The focus during the last year was to continue our repositioning work around Childline, our core service intervention. Childline turned 35 last year but childhood now compared to 1988 is significantly different and we needed to continue our transformation to maintain our relevance to children of today. 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 listening, non-judgemental ear.

Whilst children make less voice calls with their phones and smart devices, our Childline Listening service engaged with over 15,000 unique users last year with a 6.6% increase in phone calls and a 4.7% increase in our relatively new webchat service. Between the two services, we spent 1.1m minutes listening to children in 2024, sufficient evidence if we ever needed, that a confidential, non-judgemental listening service like Childline is an essential tool in building a child's coping capacity.

2024 also saw significant investment in the backend architecture of Childline and the redevelopment of childline.ie which has resulted in the creation of a new digital ally for children and young people, affording them greater flexibility to seek out the information and support they require when and where they need it.

Continuing on our digital journey and the success of our online CBT (cognitive behavioural therapy) programmes, we received 599 referrals for this service which has now seen over 1,500 referrals since we started testing during the COVID period. This is one of our successful digital innovations and supports children with mild to moderate anxiety. It is worth noting that after GPs, the significant proportion of these referrals were from the Child and Adolescent Mental Health Service (CAMHS), a service run by the HSE. We have seen significant reductions in anxiety levels amongst children who have completed the programme, prompting us to believe that this should be regarded as a mainstream health service intervention. Despite the source of referrals, the ISPCC continues to support the costs of this through public fundraising. 'Smart Moves', our resilience-building schools programme for 5th and 6th class students, continues to grow and is now available in over 670 schools in all 26 counties in Ireland.

Our Childline Therapeutic Support Services (CTSS) engaged with a record 626 children resulting in a 100% satisfaction level with the service. Our CTSS service is delivered both in person and online and provides us with essential experience and creativity to advance our digital innovation journey.

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**, with the balance sourced from statutory services such as Tusla and the HSE. The changes made to our fundraising strategy have set the ISPCC up well for success, and after recent years' planned deficits to invest in our transformation, we achieved a small surplus of €161,708 in the financial year ended September 2024.

We would like to pay a huge tribute to our committed Childline volunteers for the difference they made in the lives of children and young people across Ireland. Our volunteers operate from all six of our regional locations.

In November 2023, we celebrated the official opening of our new national hub in Harbour Square, Dun Laoghaire, which has been a significant success in re-engaging our Dublin teams post-COVID and also providing a contemporary, safe, and comfortable environment for all our volunteers.

We are hugely grateful to everyone who chose to support the ISPCC over the past year 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, creative partners, the media community groups, 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 Tusla, the 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 who have continued to partner with us over the past financial year.

The ISPCC is here to protect childhood. It advocates on children's behalf, to help make childhood better, safer, and happier. Online safety continued to be a primary area of focus for the ISPCC in this period. We're delighted to have completed our most successful Safer Internet Centre project, seeing enhanced collaboration at national and EU level, alongside increased funding.

The organisation is committed to standards of best practice in good governance, including adherence to the Charities Governance Code. Board Sub-Committees including the Audit, Risk and Compliance Committee, Nominations and Remuneration Committee and Governance Committee take responsibility for oversight of essential elements of how the organisation is structured and how it operates. We once again achieved the Triple Lock status awarded by Charities Institute Ireland in recognition of best-in-class governance.

A handwritten signature in black ink, consisting of a stylized 'K' followed by a curved line.

Kevin McHugh | Chairman

We are grateful to our Board of Trustees, who have so generously provided us with their invaluable expertise to assist us in achieving our goals of creating a better, happier, safer childhood for all. To our President, Caroline Downey our continued heartfelt thanks for your unwavering support for our organisation.

To all our partners, supporters and the amazing team of employees in the ISPCC, for your enduring commitment to our work, we say thank you.

A handwritten signature in black ink, consisting of a stylized 'J' followed by a series of loops.

John Church | Chief Executive Officer

At a Glance: Services Information

Childline Listening

109,732

answered contacts representing:



77,263

Phone calls answered
(6.6% growth)



32,469

Live Chat answered
(4.7% growth)



43%

reduction in missed
contacts

Childline Therapeutic Support Services

We supported 626 individual children and families through our CTSS service and achieved a 100% satisfaction rating on service evaluation

626

Individual
Clients

7273

Therapeutic
Contacts Made

4759

Therapeutic
Sessions Delivered

Ask Alex, our online text support service, received 1,554 questions (representing an 81% increase from previous year).

Childline Therapeutics

- We supported 626 individual children and families through our CTSS service and achieved a 100% satisfaction rating on service evaluation
- 626 Individual Clients
- 7273 Therapeutic Contacts Made
- 302 individuals engaged in our iCBT (Digitally based Mental health and well-being programmes) and achieved a 98% satisfaction rating across all three digital programmes

Smart Moves:

Now in its third academic year, the Smart Moves programme is being delivered in schools across the 26 counties of Ireland. 670 schools, youth organisations and School Completion Programmes (SCP) took part nationally. The academic year ended with an endorsement of the programme as a recommended resource that SCP sites may use for work around transitions in their projects.



Shield:

The Shield anti-bullying programme reached 47,981 young people nationally. A total of 38 organisations achieved Shield status this year representing 13,371 children.

Outreaches:

The community engagement team increased the organisational outreach activity in the year, with over 7,419 individuals in attendance (67% increase from previous year).

Webinars:

As part of the ISPCC's continued digital service offering, the Community engagement team ran ten webinars in the year reaching 819 participants.

Digital Mental Health and Well-being Programmes achieved a 98% satisfaction rating.

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 support services are focussed 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**:

1.

courage

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

openness

2.

Openness – Be guided by strong ethical principles.

3.

passion

Passion – Be determined to enhance children's lives.

empathy

4.

Empathy – Listen with a non-judgemental ear.

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 2023 to 30 September 2024.

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



Our Current Strategy and Future Plans

This year saw the completion of our current strategy, central to which is the creation and delivery of support services through digital channels to maintain relevance with our core audience – children and young people. The year also saw the continuation of the new digital services we tested during the COVID period and a significant scaling up of these 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 well-being challenges that children and young people currently face. During this period, we also continued our digitisation programme which saw the vast majority of our administration and back-office functions going digital, resulting in significant time savings and more efficient processes.

This cultural and service transformation over the full period of the current strategy required significant investment from our reserves and after planned income and expenditure deficits in the last few years, we produced a small surplus this year that was welcome. Preparation for our new strategy took place this year and involved a full consultation process across our employees, board, funders, fellow charity colleagues and especially our children and young people service users.

The ISPCC has evolved dramatically over the course of the last strategy and is in a strong position to forge greater engagement with more and more children who need our services. Childhood has changed for our users and so we must ensure that we meet their changing needs.

The two key strategic priorities we identified during this process is to Reach more children and to create a measurable Impact with every engagement. Central to achieving our new goals of Reach and Impact will be to create

increased awareness and understanding of our services, through the promotion of our Childline brand with the general public so they continue to support our fundraising efforts. We want to continue to seek new ways for children to access our Childline Listening Service, Childline Therapeutic Support Service and Childline Community Engagement Services.

Whilst our funding from statutory bodies has increased over the last three years, 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. It is clear that in the coming year a “must win” for the organisation is financial sustainability so that we can future proof the organisation against adverse events such as that experienced during COVID. To that end we have aligned our teams to focus on achieving new income sources and generating income above our current reserves policy so that we can invest in future services and innovations.



Our Future Plans

As we roll out our new strategy in 2024/25, we will continue on our journey of delivering a range of online services, hybrid therapeutic interventions, 24-hour listening, digital mental health and well-being programmes and community and schools' programmes, all under the Childline brand. Continuing to deliver digital services will ensure that we make progress against our goal of being there for every child and young person, whatever the reason. 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 firstly aware of the supports available but more importantly this time, the impact that our services can have on their varied needs.

This will be realised by:

- Consistently promoting Childline's 24-hour listening service
- Enhancing the experience of visitors to Childline.ie and ISPCC.ie, the former of which has been repurposed into a digital ally for children and will ensure a more impactful visit.
- 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
- Continuing to engage with key stakeholders, government and law makers to ensure that the online community is a safer place for children and young people.

The first year of this new strategy will see our journey to create a more financially sustainable organisation continue so that we can invest in more innovative services and new income streams in the future. By doing so, we can move closer to realising our new vision of a Better, Happier and Safer childhood for all.



Achievements and performance

Services and outcomes

Childline Listening Service

Childline is an active listening service 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 all our engagements.

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 (financially 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.

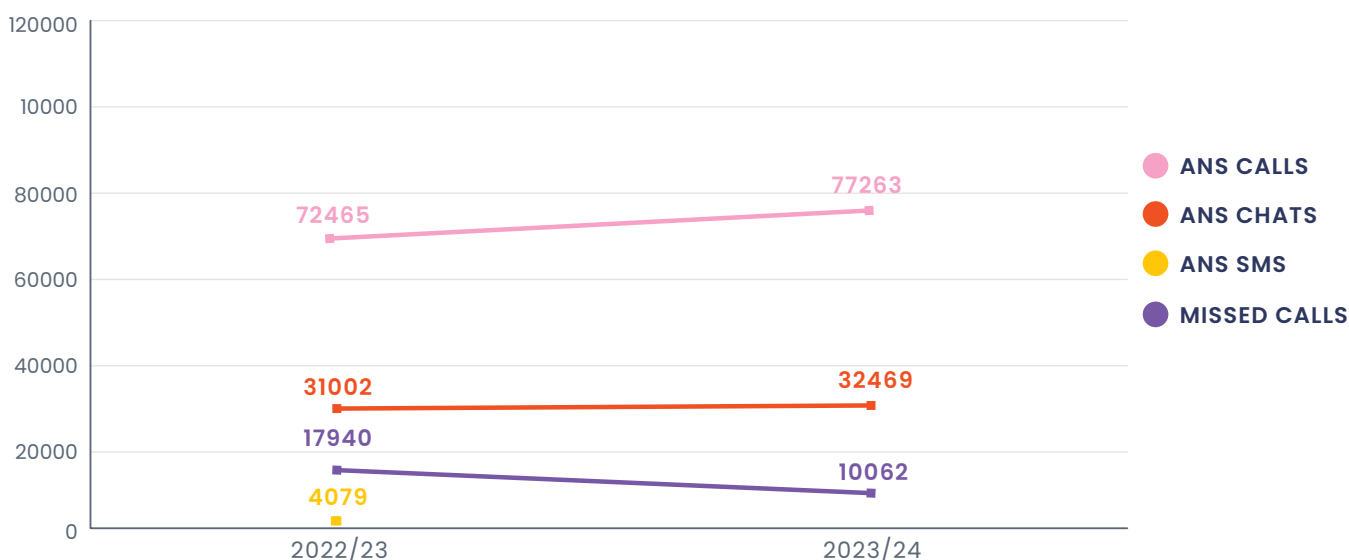
Information and resources are available for children and young people to access online at [Childline.ie](https://www.childline.ie).

Key Insights:

In the period of October 2023 to September 2024, the Childline Listening service responded to approximately 15,800 individual users to the service. The telephone service experienced a 6.6% growth in calls and the chat service continued to see growth with an increase of 4.7% in engagements.

The Ask Alex service also experienced an increase in demand for its services, growing by 81%. The Childline Listening Service received a total of 119,794 contacts

Childline Listening – Contact Overview



In February 2024, Childline launched a new platform and with this change improved data collection and insights possibilities. This platform enables more effective audits, tracking both once-off and return users and the number of

unique users engaged with the service. From February 2024, our cumulative unique user count increased to 11,800 by the last week of September. The growth experienced in unique users reflects the additional efforts around promotion of

service to the target audience. Monitoring this growth is instrumental in ensuring the service’s responsiveness to a variety of needs.

Topics Spoken About in Childline:

While young people do not need a particular reason to contact us, the key areas spoken

about by children and young people remained the same as the previous year. Family relationships and mental and emotional health being in the top three areas discussed over the past four years.

Year: 20/21	Year: 21/22	Year: 22/23	Year: 23/24
<ul style="list-style-type: none">• Everyday life: hobbies and interests• Family relationships• Mental and emotional health• Sex, relationships and puberty• Friendships and peer relationships	<ul style="list-style-type: none">• Family relationships.• Mental/emotional health.• Everyday life – hobbies and interests.• Friendship and peer relationships.• Sex, relationships and puberty.	<ul style="list-style-type: none">• Family Relationships• Mental / Emotional Health• Friendship/Peer Relationships• Sex, Relationships & Puberty• School/College/ Education	<ul style="list-style-type: none">• Family relationships• Mental and Emotional Health• Friendship/peer relationships• Sex, relationships and puberty• School/ College/ Education

Since July of 2023, we introduced sub-profiles across all profiles. This showed that of all two-way interactions in Childline, 27% of all interactions across the phone and chat service involved a mental health and well-being component.

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 4 years with “Family Relationships” and “Seeking Information on Childline” being quite consistent as a key question area each year.

In 2023/2024 Ask Alex received 1,554 questions representing an increase of 696 questions (81%) from the previous year.

Volunteer Recognition Event.

The annual event recognising our volunteers was held in The Royal Marine Hotel, Dun Laoghaire. A great event was organised by unit managers, and the Cork Childline listening unit, took away the prize of team of the year, and volunteer of the year.



Community Engagement & Parenting Supports:

Annual Report 2023–2024

The key focus of the Community Engagement team is to maximise the reach of the ISPPC to children, parents/caregivers and professionals nationally.

ISPPC Community Engagement team, with the support of all departments, engaged with over 75,306 children, parents and professionals in 2023/2024. 72,959 children 1,490 parent's/carers and 857 professionals. This was achieved through the following services:

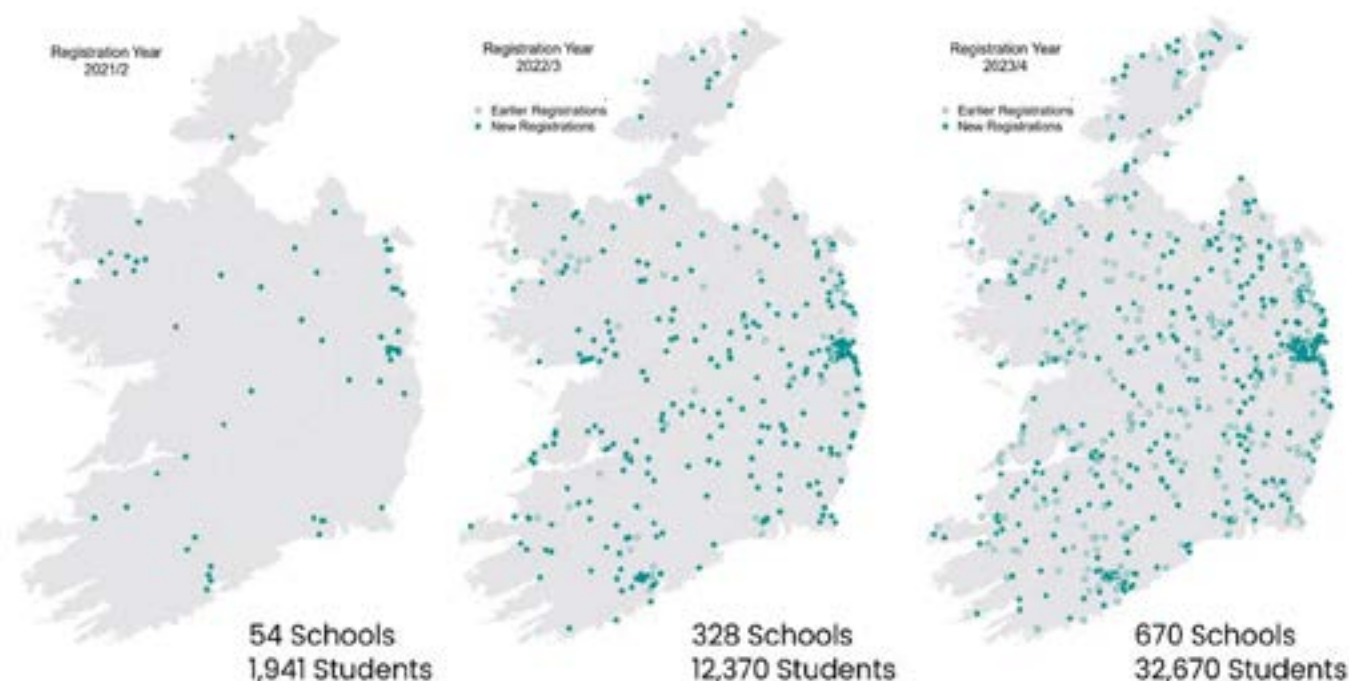
- The Smart Moves transition from primary school to secondary school programme,
- Shield Anti-Bullying Programme, • Outreaches
- Parenting Supports and
- Webinars..



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.

This year saw the Smart Moves Emotional Resilience School Transition Programme enter its third academic year. 670 schools, youth organisations and School Completion Programmes (SCP) took part nationally. This year saw continued growth in participation nationally

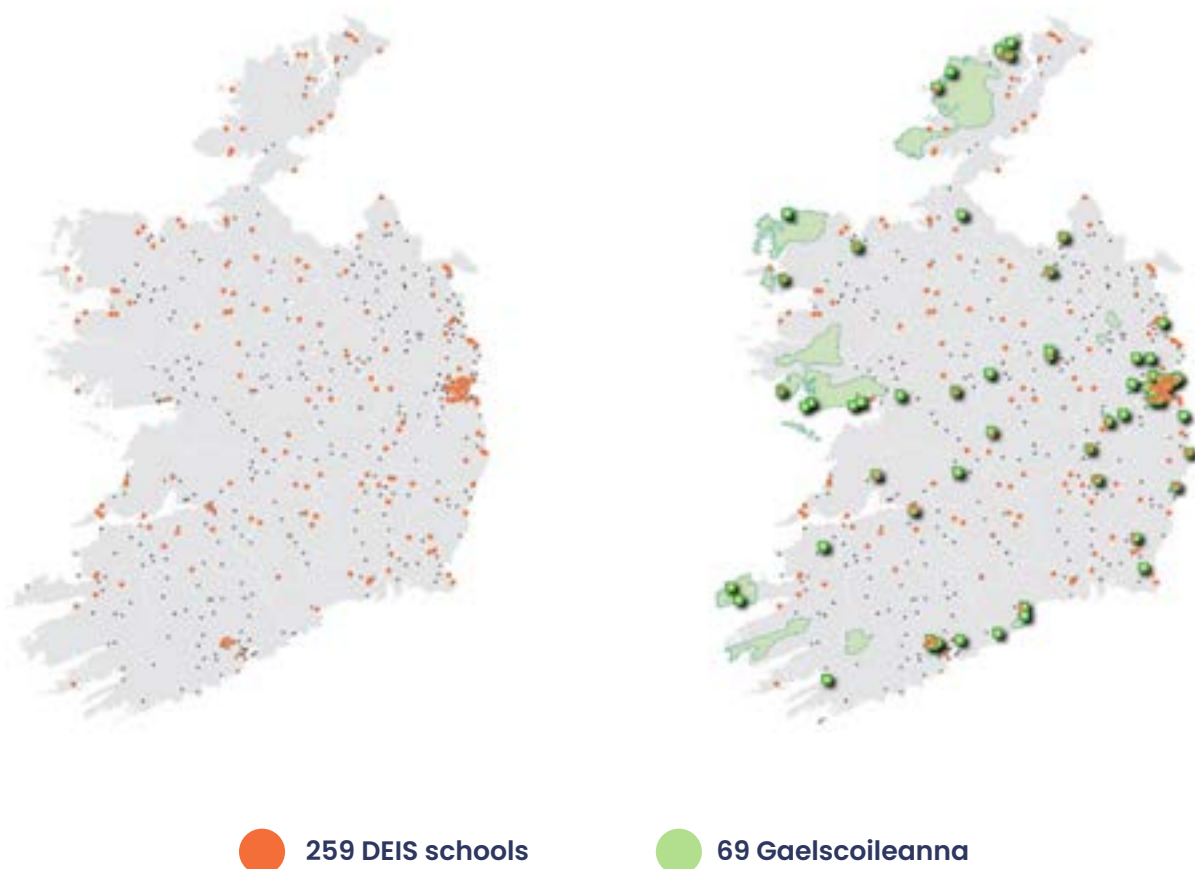
Data comparison for 2021/ 2022/ 2023 /2024 for the Smart Moves Programme Engagement



This year also saw the introduction of the Irish language version for our Primary Schools where 69 Gaelscoileanna took part. Although the programme is universal in nature, over the year, we saw an increase

in DEIS (Delivering Equality of Opportunity in Schools) status schools, which ensured the programme was reaching those children most in need.

Involvement of Gaelscoileanna and DEIS schools nationally:



Smart Moves is being utilised across the country with class sizes ranging from three in smaller rural schools to 300 in larger urban areas.

This year we embarked on an endorsement process with SCP, where several SCP sites around the country piloted the Smart Moves programme in their schools. The academic year ended with an endorsement of the programme as a recommended resource that SCP sites may use for work around transitions in their projects. This has paved the way for additional SCP sites to come on board for the new academic year.



Teacher Feedback

"A chara, we found the programme this year excellent, very user-friendly and the students really engaged with the content. That fact that the programme is available 'as Gaeilge' is really important to us, so that was an absolute bonus!"

"The layout of the student booklet is very appealing to the pupils and the topics are relevant to their transition to secondary school. They help to initiate useful dialogue between students and allow for open questioning as part of the programme."

"The children became more confident about the transition."

"It is a 'ready to go' well laid out programme that is both student and teacher friendly. We have found that it has fit nicely into our tutor time to use some of the well-being hours."



Student Feedback

"It just helped and made me feel better"

"I liked talking about our feelings"

"I liked how we all just talked and had fun"

"I liked that it was relaxing and made it a bit easier to adjust knowing you have a nice class that day"

"They showed how secondary school is"

"I like how it teaches us about things to be calm and control your emotions"

"They were a nice way to relax and understand more about secondary"



Shield Anti-Bullying Programme

The Shield Anti-Bullying Programme (SABP) is ISPCC's proactive management response to bullying for all organisations that engage with and/or support children and young people across the country.

Our Anti-Bullying Programme Shield reaches 47,981 young people nationally. In 2023–2024 alone Shield has gained 49 new organisational involvements reaching 20,600 new children and young people. We also had 38 of these organisations who achieved Shield Status representing 13,371 children.

This self-evaluation toolkit consists of 10 Shield Statements, which highlight the most up to date anti-bullying practices organisations should be achieving when working with and/or supporting children and young people.

Shield and DCU partnered for the PARTICIPATE Anti-Bullying research project. Shield was warmly welcomed to the opening of this European programme and hosted a PhD researcher for three months, gaining valuable insights into current and evidenced based research in all things Anti-Bullying.

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.

Feedback

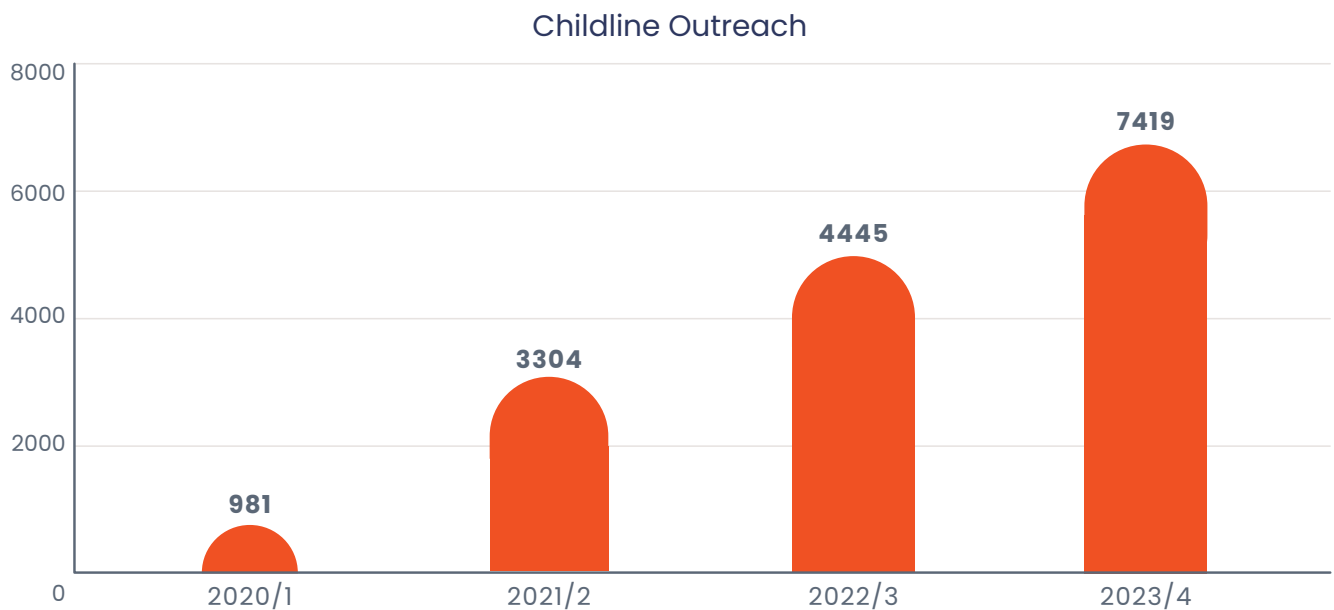
**"The Shield's visit went down so well!
The next day, so many people were coming over & saying how much they got from it... We now have an anti-bullying committee too! Really appreciate... honestly, we can't thank you enough"
Secondary school in Balbriggan.**

**"We use [Shield statements] 7 as it gives us lots of online information to create a strategy for training. Statement 5 inclusion of some of our Special needs young people, and statement 1 is important as it teaches students to stand up and help someone. We got both Parents and staff involved this year...."
Primary School in Limerick**

Childline Outreach Programme

Our Outreach programme brings information about Childline's services to schools and community groups throughout Ireland. A total of 7,419 children, parents/ carers and professionals were engaged with on face-to-face, workshops and a virtual basis. This is a significant increase on last year's numbers (55%) and shows continued growth over the past four years. In addition to this, the ISPCC were present at a GAA blitz in Cork where over 8,000 people attended.

Data comparison between 2021/ 2022/ 2023/ 2024 for the Outreach programme



Another new development to the outreach service was the introduction of the QR code feedback form to ensure that the voice of the child is always sought and referenced.

Parenting Supports

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

Parenting Hub

The Parenting Hub at ISPCC.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 four years are on Mental Health, Parenting and Abuse and Bullying.

The top five topics of content accessed over the past year were:

- Intrusions in sleep
- Social Exclusion
- Sexual Orientation/ Gender Identity
- Transgenderism
- Parental Separation

Outreach Feedback

TOTES AMAZTASTIC'

'I thought it was good to make sure everyone knows they have someone to talk to'

'I thought it was a brilliant talk and opportunity for people who need the help to speak up'

'I learned that there's always help if you need it'

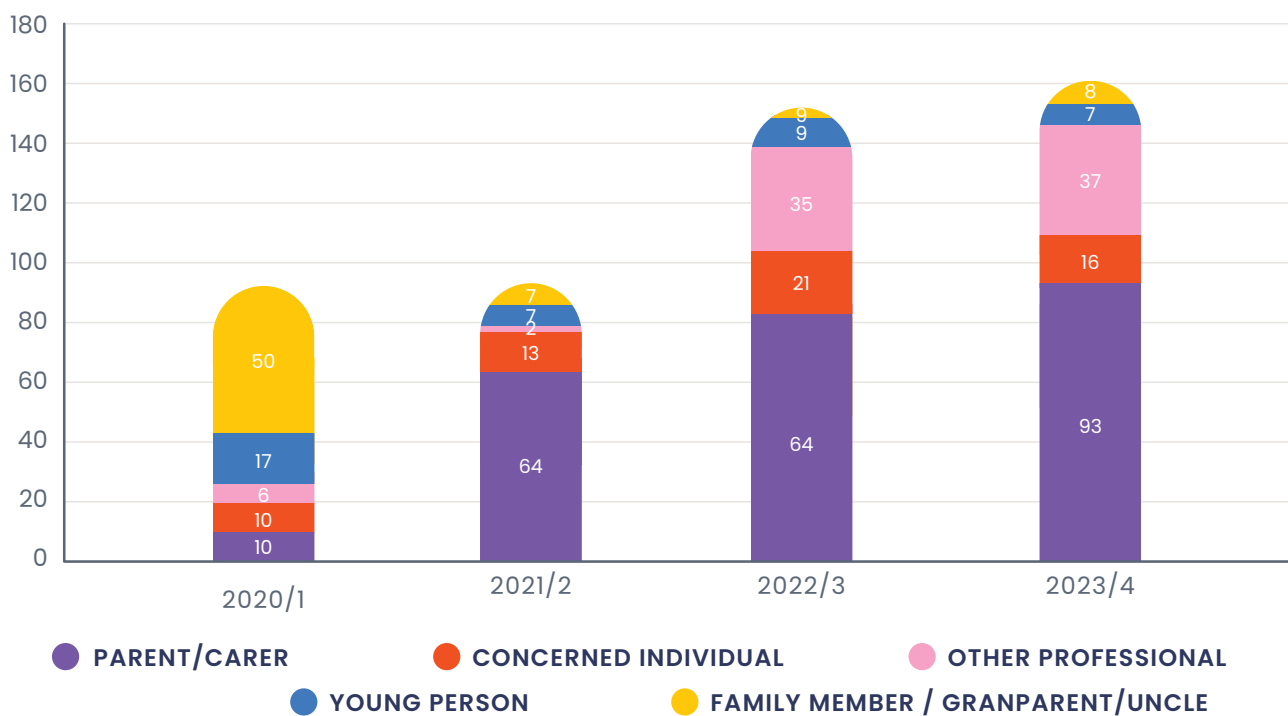
Support Line

The ISPCC’s Support Line provides a listening service, offering information, advice and emotional support to members of the public who contact us on any issue in relation to children and young people’s welfare. The Support Line can be contacted between 9am and 1pm Monday to Friday, by calling 01 522 4300, emailing parentingsupport@ispcc.ie or by writing to any local ISPCC office.

Support Line 2023/24: 160 contacts

There has been a steady increase in calls to the support line over the last four years. Calls relating to mental emotional health, family relationships and abuse have been the consistent top call profiles over the last four 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.

Support Line – Profile of Caller



	Top 5 Call Profiles 2023/24 (160 contacts)	Top 5 Call Profiles 2022/23 (153 contacts)	Top 5 Call Profiles 2021/22 (108 contacts)	Top 5 Call Profiles 2020/21 (93 contacts)
1	Information Requested	Mental Emotional Health	Mental Emotional health	Information Requested
2	Mental Emotional Health	Information Requested	Information Requested	Abuse
3	Family Relationships	Family Relationships	Abuse	Family Relationships
4	Abuse	Abuse	Family Relationships	Mental Emotional Health
5	School Refusal	Parent Behaviour Bullying/ Legal	Legal Support around Family Separation	Bullying

The year saw a new parenting service being delivered by ISPCC, our Ask Robyn service which responds to a selection of questions around parenting. There were 44 questions received in the first year. The top five topics related to abuse, behaviour, family relationship's, mental health and sex education.

participants with 2,788 registrations across all webinars. The number of participants has increased by over 41% compared to last year. The highest attendance at webinars were:

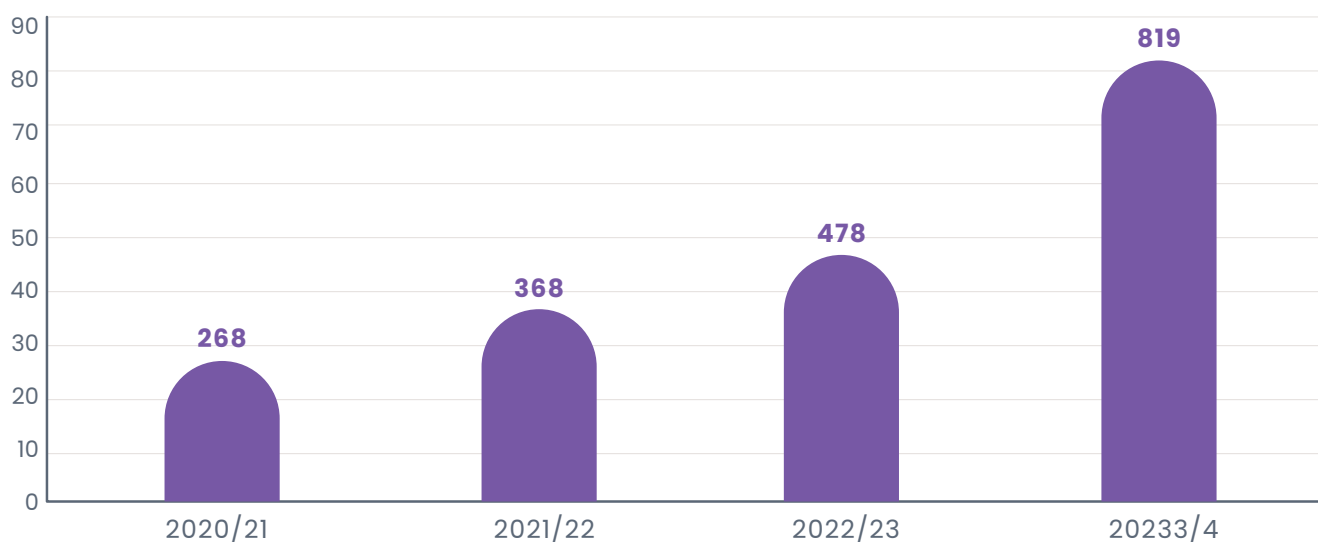
'Your Teen and their Sleep', 'Coco's Law Information Session' and 'Don't Teach Your Child to Fear the Online World, Teach Them to Navigate It'.

Webinars

The Community Engagement team delivered 10 live webinars with a total reach of 819

Growth in reach of webinars from 2020 to 2024

Webinars



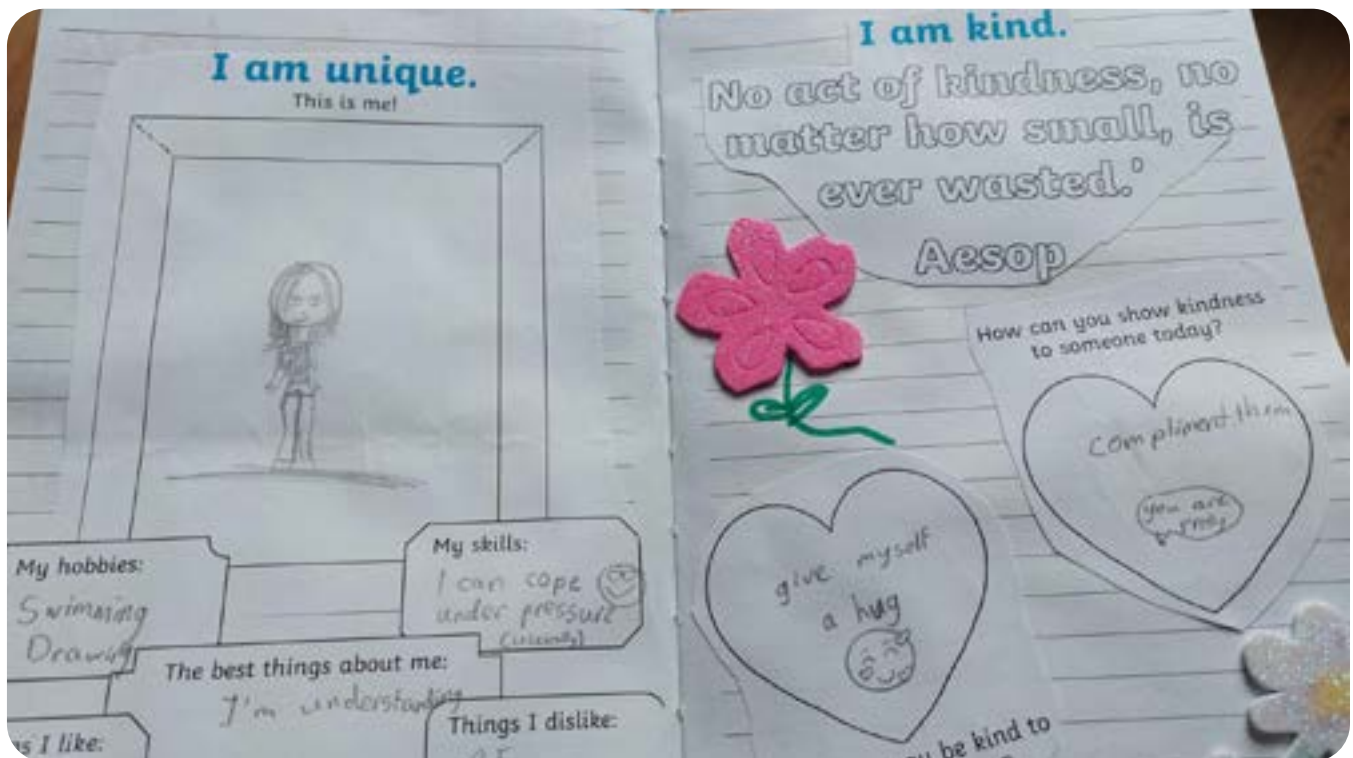
Childline Therapeutic Support Service

Our Childline Therapeutic Support Service (CTSS) works with children and young people (up to 18 years of age) and their families. We provide children 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.

Our service focuses on three particular outcome areas: 1. Self-Esteem 2. Self-Regulation and 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 approach

is to work therapeutically 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. We work in partnership with parents and the important stakeholders in the child or young person's life.

Service evaluation is critical to our service delivery. We use several methods, both verbal and written to attain this in a child-centred way. This commitment to receiving feedback and measuring outcomes and impact enhances our ability as an organisation to build a highly responsive service which is reflective of young people's needs.





Service Area

We provided therapeutic support interventions to 626 clients. 508 of these were newly referred clients. This growth in reach from the previous year is due to new services being delivered within International Protection Accommodation Services centers in Louth, Cavan, Monaghan and Clare.

We delivered 7,273 therapeutic contacts with an additional 4,759 one to one therapeutic support sessions in 2023/2024.

626

Individual
Clients

7273

Therapeutic
Contacts Made

4759

Therapeutic Sessions
Delivered

A total of 51 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.

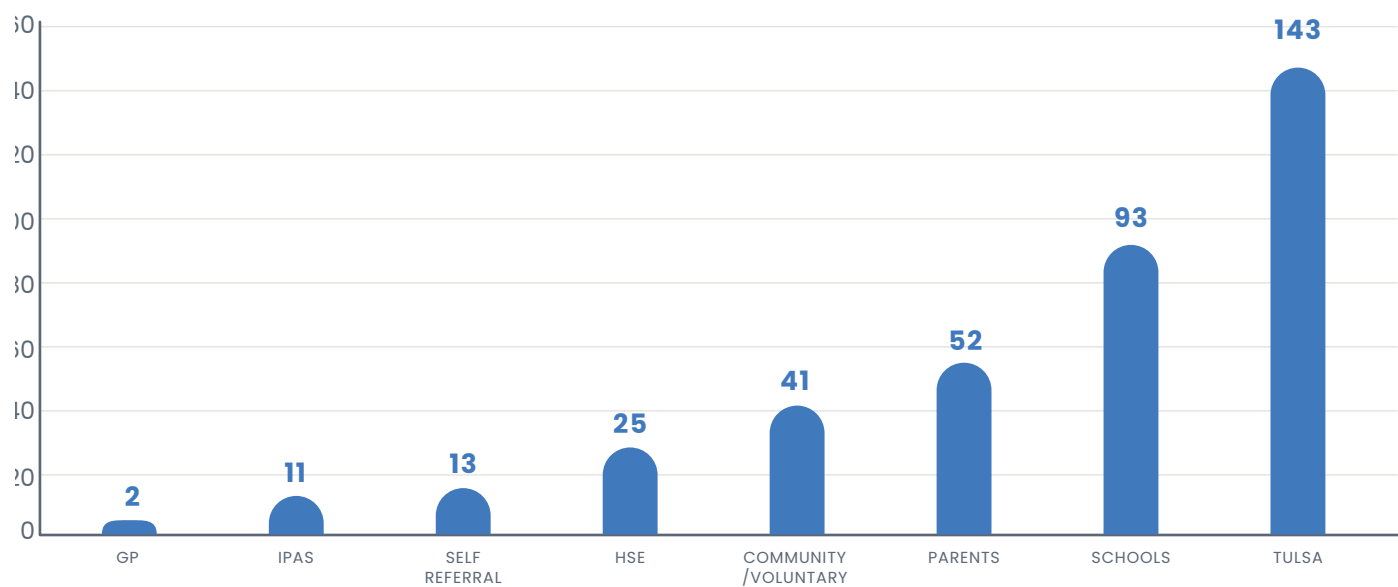
From this tracking, 19 clients received additional "Top up" support while 16 clients received a "Brief Intervention".

Service Area	Number of Individuals 21/22	Number of Individuals 22/23	Number of Individuals 23/24
New cases opened 23/24 (Full duration intervention closure)	352	342	380
Low level duration Cases (Initial assessment, opening therapeutic sessions/contact)	-	-	94
Medium Level duration Cases (Assessment/partial intervention completed)	-	-	34
Carry Over Cases (from 22/23 who continued to receive a therapeutic intervention)	24	18	32
Tracking Cases	107	97	51
Top Up Support Cases (1-2 sessions)	19	16	19
Brief Intervention Cases (4+ sessions)	15	20	16
Children & Families in IPAS centres	-	20	*46 (included in 380 above)
Total Cases	519	513	626

Referral sources

The top three referrers to the CTSS service were Tulsa, Schools and Parents. This remains the same as previous year.

Referral Source 2023/2024

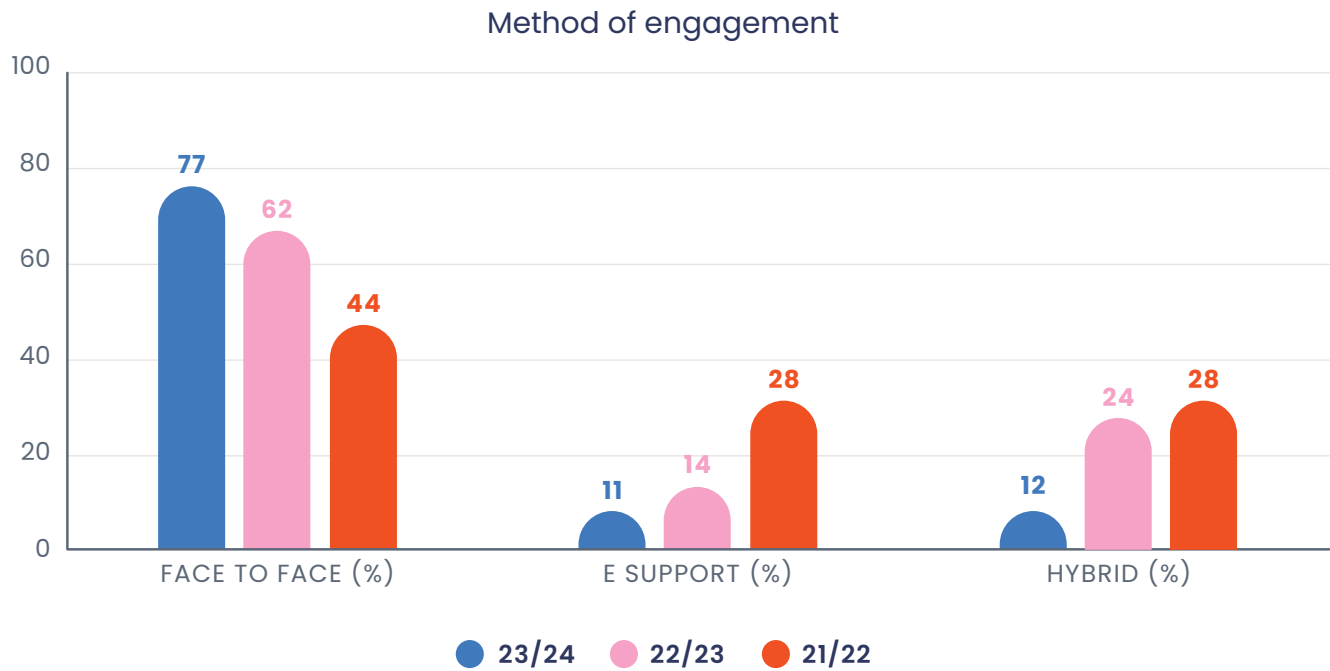


Reason for referral	2021/2022	2022/2023	2023/2024
1	Behavioural Issues	Anxiety	Low self-esteem
2	Difficulty Coping	Low Self-Esteem	Anxiety
3	Anxiety	Difficulty Coping	Behavioural issues
4	Child / Parent Relationship	Behavioural Issues	Difficulty coping
5	Low Self-Esteem	Mental Well-being	Mental well-being

Method of Engagement.

Face to face engagement continued to grow in the past 12 months with the introduction of the new IPAS services and new group work

programmes. Our e-support and hybrid options are available to all who engage in our services and was chosen by 23% of all clients.



New Services Introduced in 2023/2024

In 2023/2024 we were delighted to introduce some new service offerings to our suite of Therapeutic Support Service

International Protection Accommodation Services (IPAS)

This year with funding from Tusla, we delivered our CTS service specifically to children residing in IPAS settings including families from Ukraine. This operates in Cavan, Monaghan, Louth & Clare and we have specific workers dedicated to this service. Within the service, we deliver bespoke group works and individually tailored interventions to respond to the specific needs of these children and families coming to Ireland. Drop-in sessions as well as clinics were facilitated across all centres to tell residents about the service, and to hear about the difficulties families in IPAS are experiencing. Overall, 46 families were directly supported this year, with expected growth in the coming year as the service becomes more established.



Life Story Work:

In June 2024 we received funding from Tusla Cork to employ a Therapeutic Support Worker to carry out Life Story Work in the South Lee area of Cork. This is a new service to ISPCG but one that really fits with the support provided by the service. In Life Story Work, the child / young person is supported to process their past and work through their trauma in a safe space. This approach enables the young person to recognise the importance of building trust, resilience and coping skills.

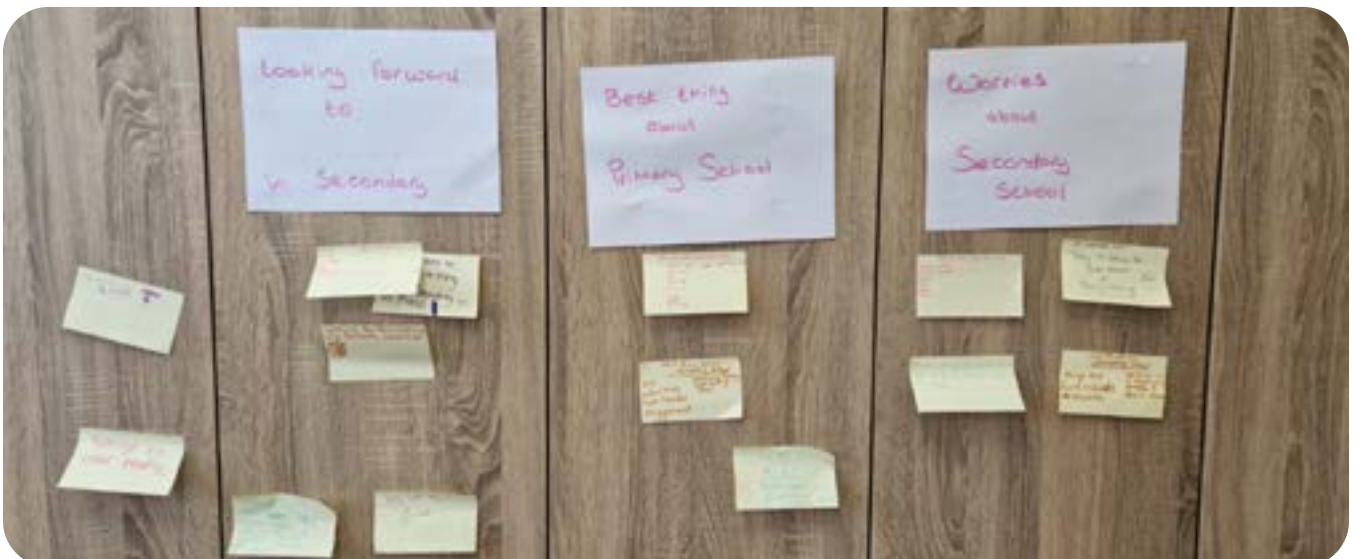
Youth Participation Panel:

This year we are delighted to have a dedicated Youth Participation Panel in Co Monaghan. The young people involved have undertaken a huge amount of work in this past year such as redesigning the therapeutic space in the Monaghan office along with designing a well-being journal aptly titled Wholesome Wellness. This journal will be distributed among young people in the County in the coming months.

Workshops:

The Service expanded the range of workshops we offer to schools and clubs covering topics

such as Bullying, Online Safety, Resilience building, School transition and Friendships.



Exam Stress:

This programme was delivered to Leaving cert students in Monaghan who sat their exams in June 2024. This groupwork helped the students learn various techniques aimed at reducing the stress caused by the exams. All students who participated reported benefitting from the programme

Bouncing Forward:

This year saw the Bouncing Forward programme facilitated outside of Dublin for the first time. In Scoil Mocheallog, Kilmallock, Limerick, 6 young people took part in the programme which was funded by Dormant Accounts funding and co-facilitated with Ballyhoura Development.

Community of Practice for the Non-Violence Resistance Programme (NVR)

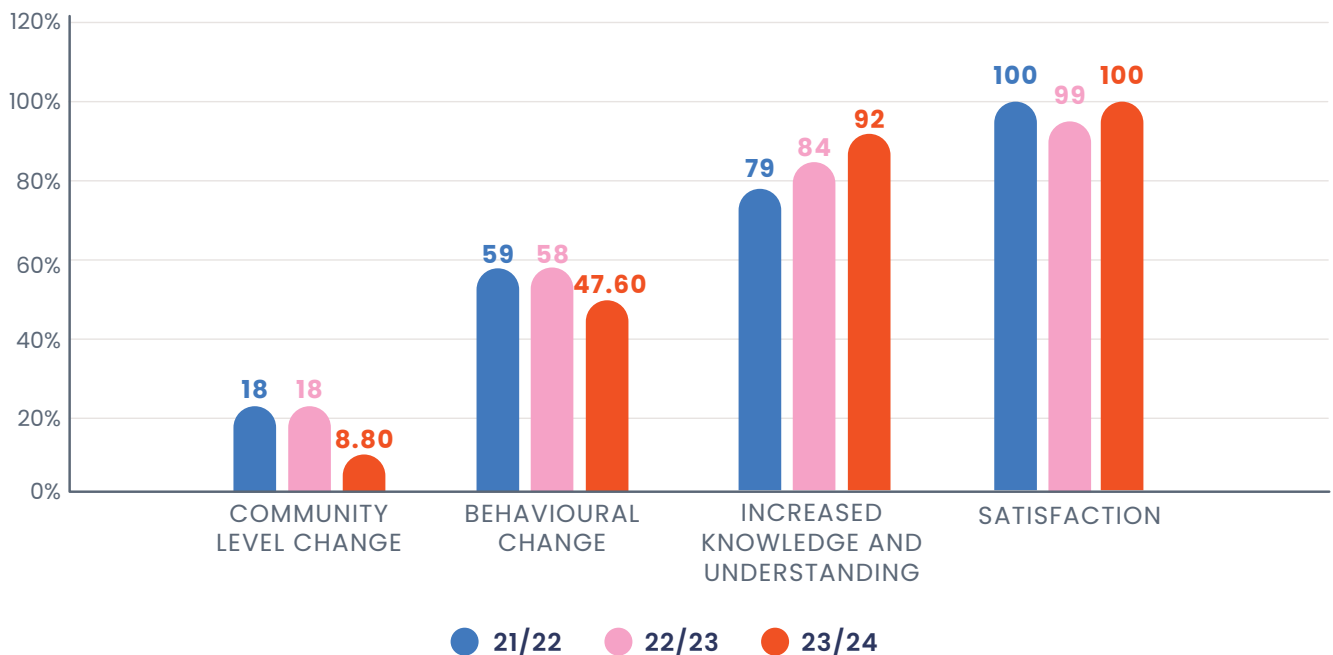
Shared learning events took place in Cavan, Monaghan and Dublin where ISPCC, in conjunction with Tusla, presented on best practice in NVR delivery. These events were well attended by professionals from various disciplines. As a result of this work, a number of areas have now established a Community of Practice Group.

Outcomes Achieved within CTSS:

The majority of referrals (67%) to the CTSS were classed as being at Level 2 Hardiker need. 26% were at level 3 hardiker need representing a 1% increase from previous year.

The CTSS service has continued to achieve very high satisfaction rates from service users over the past three years. While there has been a reduction in behavioural change achieved following Intervention at 47.6%, the increased knowledge and understanding by the clients of situation and presenting issues is very positive.

Outcomes Achieved: Comparison over 3 years



Digital Mental Health and Wellbeing Programmes

Our Digital Mental Health and Wellbeing Programmes (DMHWBP) aim to help young people and parents/carers learn and apply skills and techniques that alleviate the psychological distress associated with anxiety and help increase their sense of wellbeing.

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.

The following three programmes were successfully delivered during 2023/2024:

Programme for Young People

This programme helps young people to understand anxiety and how to manage it.

It's interactive and easy to use, 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.

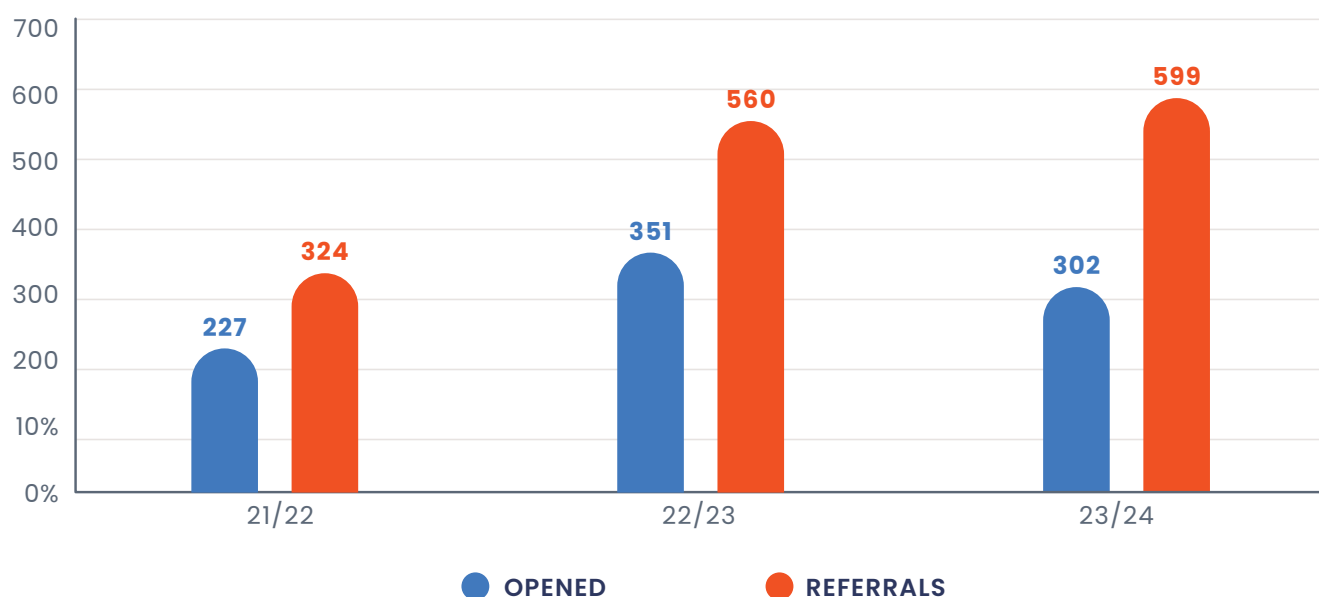
Programme for Parents and Carers

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 5–11-year-old children who experience mild to moderate anxiety.
- Supporting an Anxious Teen (SAT): aimed at parents/carers of 12–18-year-old young people who experience mild to moderate anxiety.

Referrals and opened cases: Comparison over 3 years



Referrals, Referral Sources and Conversion Rates.

Improved data analytics this year has allowed us to track referral numbers, sources and conversion rates. Our referrals increased by four percent this financial year. Of the 599 referred to the programme, 302 completed the intervention whilst 282 did not engage in the service.

While we saw an increase in referrals to the service over the past year, we had a reduction

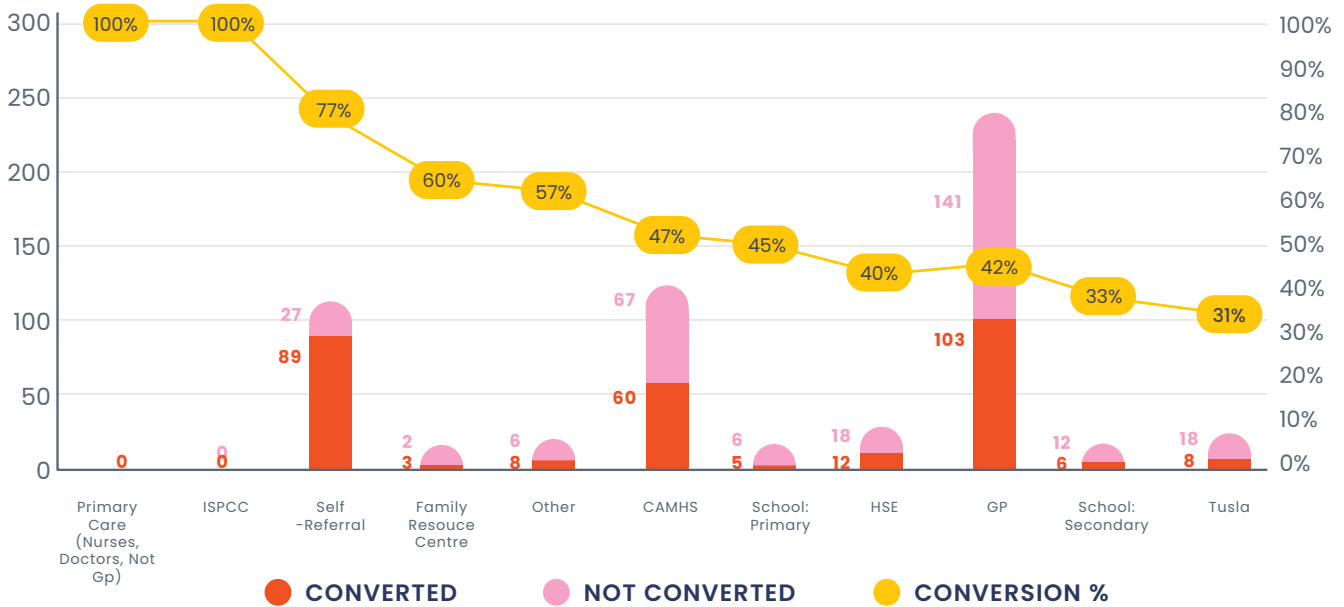
in the number of overall clients accessing the programme.

Referrals are received from various sources and similarly to the previous year, GPs accounted for the most referrals into the service (41%), followed by CAMHS at 21% with self-referrals accounting for 19% of our referrals.

The conversion rate (invite to sign in) has increased from 41% earlier in the year to 50% at year's end.

Referral and Conversion Rate

Conversion Rate by Referrer Type



Highest conversion rate by popularity of referral source:
GP (42%), CAMHS (47%) and Self-Referral (77%)

Referrals, Referral Sources and Conversion Rates.

Using improved data analytics has enabled us to calculate client eligibility rates for the service and by updating our referral forms to include relevant questions and descriptions and providing referrers with in-depth acceptance criteria, we were able to progress our eligibility rates in 2023/2024 to 94.3%.

Outcomes.

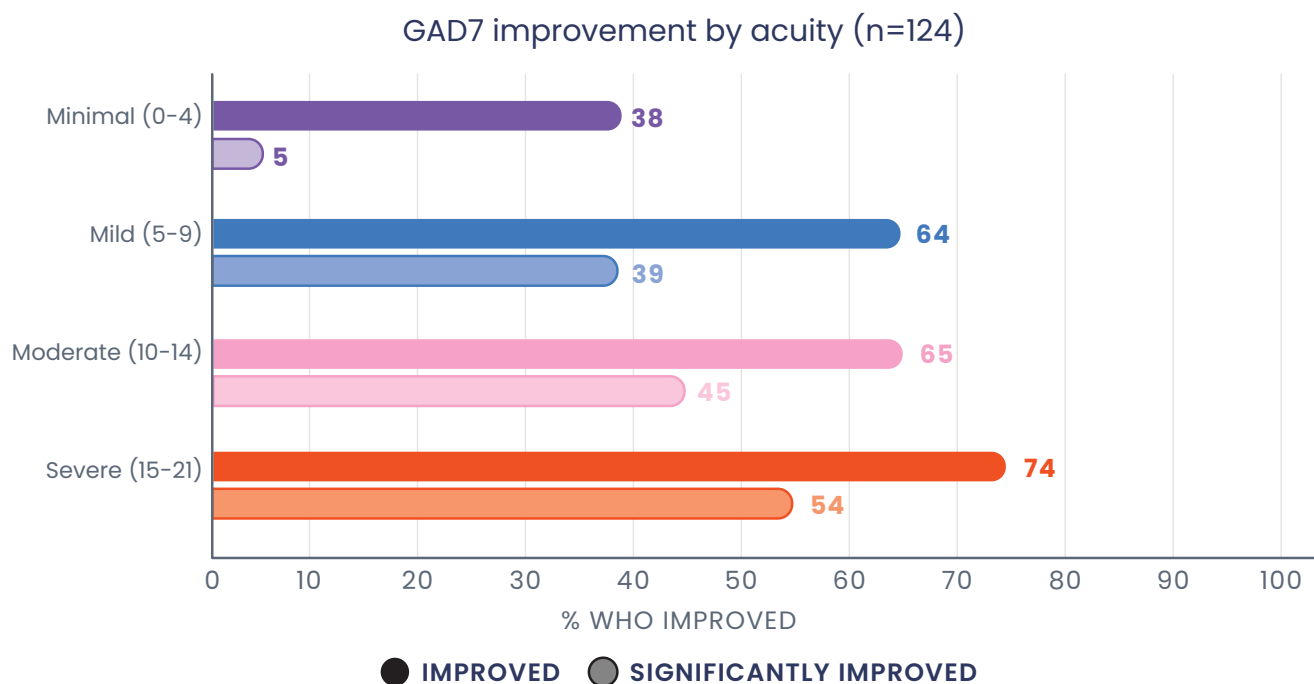
Service users are encouraged to complete questionnaires at three separate timepoints. Previously, the SDQ and GAD7 were used, however, this was changed in May 2024 in accordance with the DMHWBP service's updated risk management policy. From May 2024 onwards, service users who had already started their respective programmes continued to complete the GAD7 and SDQ questionnaires while any new service users were given the RCADS47 to complete for the ISPC to measure their progress.

01 October 2023 – 30 September 2024 GAD7 scores:

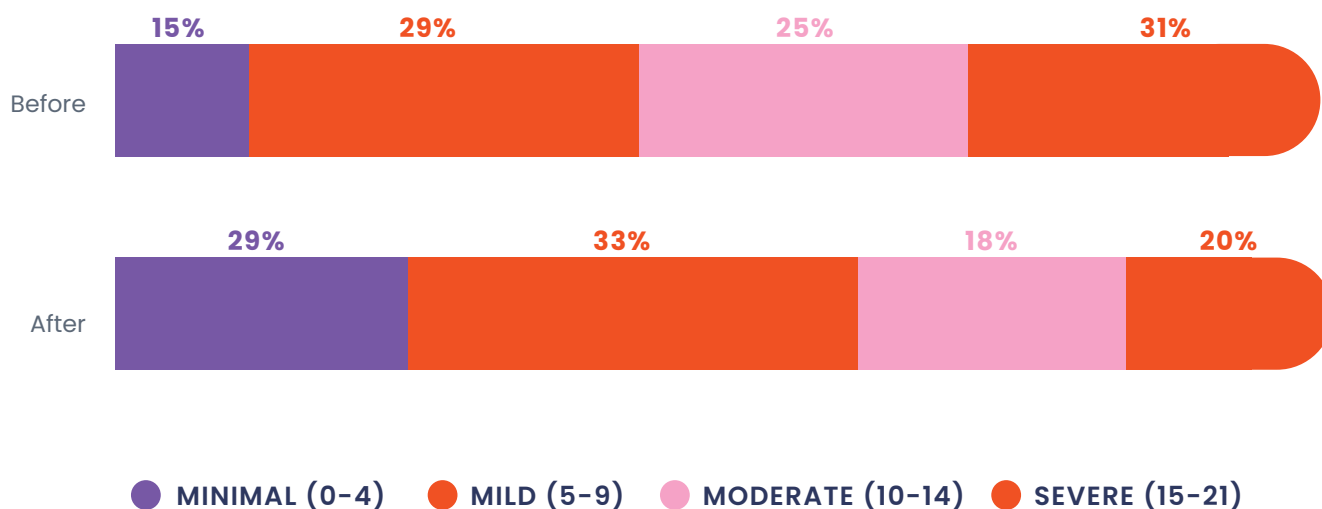
Service users reported a significant decrease in their anxiety.

124 service users' outcomes were measured using the GAD7. When starting their respective

programmes, 15% of our service users fell into the minimal range of anxiety and after having engaged in the service, 29% of our service users then fell into the minimal range. The percentage of individuals who scored on the severe end of anxiety (31%) significantly decreased post-measure to 20%.



Distribution of GAD7 scores before and after programme (n=124)



Of our service users, 43% showed significant improvement (a decrease of at least three on the GAD7 scale), 23% showed a decrease of at

least 50% on the GAD7 scale while 16% scored less than five (the initial score having been above five) post-intervention.

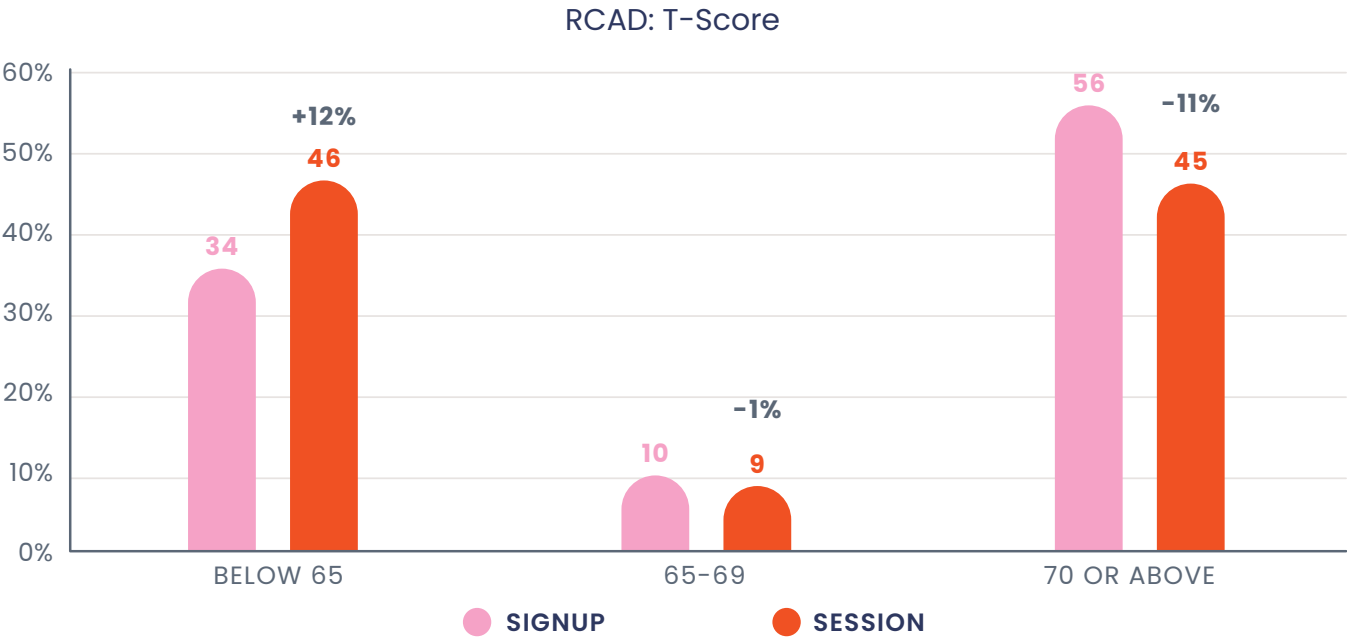
Acuity	% Who recorded 2nd questionnaire	n	Significant improvement	Response	Remission
Minimal	66% (19/29)	19	5%	26%	0%
Mild	62% (36/53)	36	39%	19%	31%
Moderate	60% (31/52)	31	55%	26%	16%
Severe	58% (38/65)	38	55%	24%	11%
Totals	61% (124/204)	124	43%	23%	16%

03 May 2024 – 30 September 2024
RCADS47 scores:

74 service users completed both pre and post RCADS allowing us to measure the outcomes achieved. The percentage of service users who fell into the normal range of anxiety (a Total-score of below 65) increased from 34 percent at sign up to 46 percent post-intervention. Of those who fell into the borderline clinical range

(T-score between 65 and 69), we see a one percent decrease and finally, those who fell into the clinical range of anxiety – 56 percent – (T-Score of 70 or above), we see a decrease of 11 to 45 percent.

The outcomes being achieved is testament to the effectiveness of these digital programmes on client’s anxiety.



324

Referral received

232

Space from anxiety

97

Supporting an anxious child

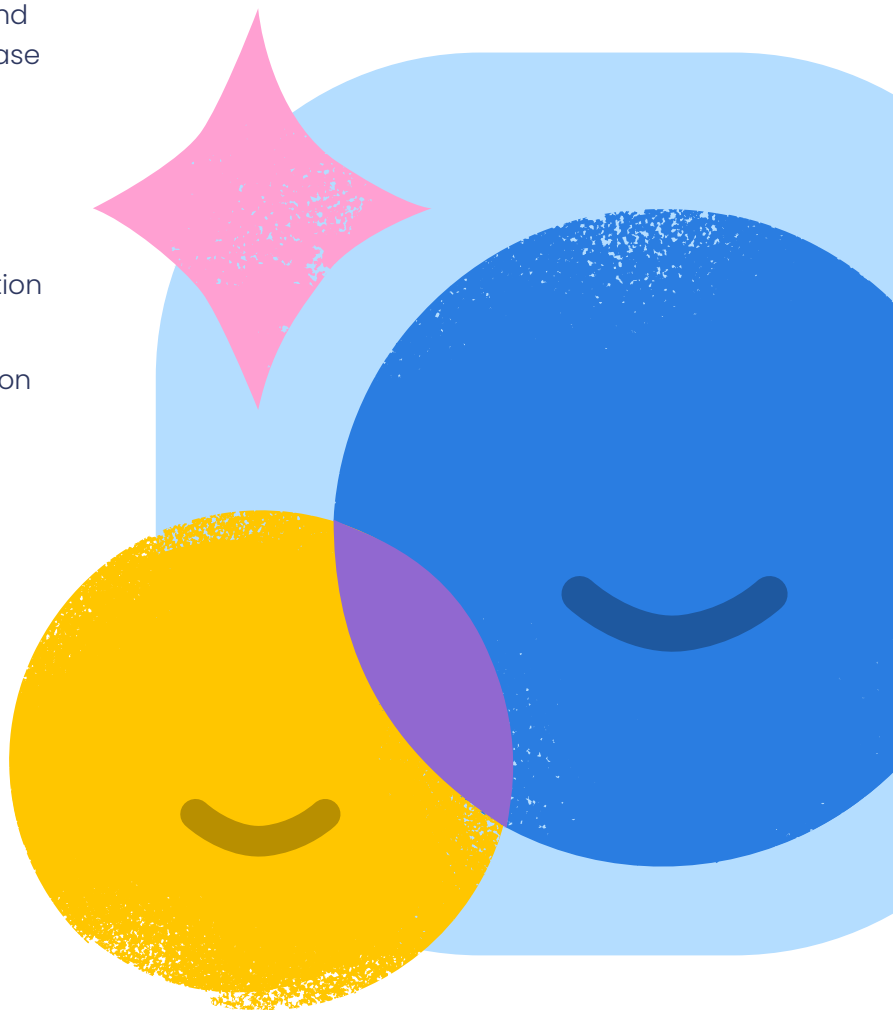
231

Supporting an anxious teenager

Client Satisfaction Rates

Service users can rate and provide feedback for each module providing us with satisfaction rates per programme. Our client satisfaction rate has remained steady over the past three years for both adult-aimed programmes and across all three programmes, with an increase of one percentage point in satisfaction rate amongst young people engaging in our service over the past year.

- Space from Anxiety: 94% satisfaction rate
- Supporting an anxious child: 100% satisfaction rate
- Supporting an anxious teen: 98% satisfaction rate
- Across all three programmes: 98% satisfaction rate





Feedback

The following is an anonymised sample of in-programme feedback from young people and parents/carers who have engaged in our DMHWBP service.

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." (Parent)

Thanks for all your support. I've learned so much and put it into practice. I love saying 'I'm on your side no need to get cross with me'. Listening to him more and allowing him to get what he needs to say said rather than jumping in to try and fix it. (Child's name) is doing so so well at the moment, he's joining us and interacting well with us at dinner now too." (Parent)

Thank you for your feedback. It was also a good reminder to get back into it. The programme is really good, and the bit I did today about the reframing is actually life changing. I also love the way it gives you practical tools to apply it. Every step in the right direction helps, gives me some hope. Thank you" (Parent)

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)

I'm feeling a lot better. I'm not worrying about things as much and I have been doing everything I can to achieve my goals. I also feel a lot more confident than before, and I feel better about myself. I also feel like I can talk to people if I'm having a bad day or about how I'm feeling. I also feel like I'm getting everything I wanted out of this programme, and I feel like I'm a new person and I'm definitely a lot happier, thank you". (YP)

Facing your fears head on and learning to deal with them is more useful than burying your head in the sand and avoiding them." (YP)

Thank you so much for your lovely message and kind words. We are doing much better thank you and I definitely feel more on top of things again. I really appreciated the module on relaxation. Very valuable strategies for all of us. I have completed the module from last week. It was very powerful. In particular, the concepts of externalising anxiety as well as accepting it. There is so much learning. Thank you as always." (Parent)

I have honestly found this whole programme very helpful. Knowing I had a safe place to go back to was very reassuring when I got overwhelmed. All the tips I have learned in here I have put in to practice in my daily life." (YP)

With sincere thanks to the following funders of ISPCC services:



Co-funded by
the European Union



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

St Patrick's
Mental Health Services



Ionad 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



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



National
Lottery



cmetb
Board of Management, Cavan/Monaghan
and Louth Education and Training Board
Education and Training Board

The Department of Children, Equality, Disability, Inclusion and Youth funded youth scheme with funding from the National Lottery and administered locally by Cavan and Monaghan Education and Training Board (CMETB).

Fundraising

Corporate

Our corporate partnerships are pivotal in supporting our mission, accounting for 20% of our annual fundraised income. These collaborations truly showcase our shared commitment to enhancing the lives of children and young people across Ireland.

Ryanair

Ryanair's continued support since 2016 reached a significant milestone, with cumulative donations surpassing €1 million. This enduring partnership Ryanair's unwavering dedication to Childline's initiatives and services.

Woodies

Selected as one of the "Woodies Heroes" charities, our collaboration benefitted from the extraordinary efforts of their staff, customers, and suppliers. The campaign not only met but exceeded previous income levels, demonstrating exceptional community and corporate engagement.

Access Group

The Access Group, through a staff-led vote, embraced us as their Charity Partner of the Year. This partnership featured both staff-led fundraising and matched contributions from the Access Foundation. Notably, a grant from the Foundation supported our Smart Moves programme, reinforcing our commitment to education and emotional resilience.

Vodafone

Vodafone continued its invaluable support via the Tozi App, ensuring children in need could access Childline seamlessly. Additional contributions included till donations, payroll giving, and vibrant Christmas fundraising activities.



OHK Energy

This year marked the beginning of a promising relationship with OHK Energy. For one month, a portion of their sales was directed towards supporting our efforts. The alignment of their renewable energy initiatives with our mission for a safer, happier childhood highlights the synergy of our shared values.



Simmons & Simmons

Offering both financial and operational support, Simmons & Simmons provided pro-bono services for board meetings and organised a Childline Breakfast event. Their employee-driven fundraising initiatives further strengthened this growing partnership.

PHX Group

Under various brands, PHX Group showcased another successful year of collaboration. Their innovative retail and fundraising activities, including Christmas campaigns, significantly bolstered our efforts.

Mitchell McDermott

Combining fitness and fundraising, Mitchell McDermott organised a charity cycling event, culminating in a generous donation. Their initiative illustrated the creative approaches organisations are willing to adopt to support our cause.

Community

Thank you to every volunteer and community fundraiser that support us year after year. From bake sales to sea swims to collections at church gates not only do they raise vital funds they are also sharing our mission across the length and breadth of Ireland.

A special mention to our hundreds of volunteers who so generously gave up their time to ensure we had another smashing year selling ponchos in aid of Childline at concerts nationwide. A huge thank you to MCD, Festival Republic, and our President Caroline Downey. We had a summer to remember selling ponchos to tens of thousands of people at venues including Croke Park, Aviva, Royal Kilmainham Hospital, and Slane Castle.

This year we saw us embark on a new community partnership with the Dublin District Soccer League. They have shown incredible support donating 50 cent for every child that registers annually, ensuring we can continue to be there for all children at any time and for any reason.

Childline Breakfast

2024 saw the return of our Childline Breakfast campaign – Rise and Shine for Childline, proudly sponsored by McCambridge Bread, and was a cornerstone of our community engagement this year, fostering connections across the country. Over 250 schools, clubs, creches and workplaces hosted their own breakfast event all in aid of Childline. McCambridge Bread provided freshly baked bread to all participating groups, emphasising the shared mission of promoting healthy starts for children and families.

The campaign, supported by our wonderful service team, included wellbeing cards that were distributed to all participating children that encouraged healthy conversations about mental health.

Thanks to the generosity of McCambridge Bread and all those who took part, the campaign raised an impressive €124,000, exceeding expectations and setting a benchmark for future efforts. These funds directly contribute to Childline's essential services.



Philanthropy

We are truly grateful to our philanthropic supporters. Their donations are key in ensuring we can continue to carry out the work we do each and every day.

A special thank you to the Children's Charity Golf committee. Now in its second year this golf event raised significant funds for three charities, of which we are one. Held in the beautiful surrounds of Milltown Golf Club, while not so sunny this year, with guests having the

opportunity to caddy for Rory McIlroy and Shane Lowry no spirits were dampened!

During the summer, we were chosen as one of the charities supported by the annual Property Race Day fundraiser. This year, the team behind this event went above and beyond celebrating its 10th year. Thank you to everyone who attended and donated so generously.

We had another successful year with Trusts and Foundations, securing funding for several programmes and services including Digital mental Health, Smart Moves, and Childline.ie to name but a few. We were awarded grants from the Fidelity Foundation, Brownlee Charitable Trust, Sceptre Foundation, RTE Toy Show Appeal, Community Foundation Ireland, The Sunflower Foundation, The Birrane Foundation, Foras na Gaeilge and An Chomhairle um Oideachas Gaeltachta & Gaelscolaíochta. We are truly grateful for the ongoing support from these funders in not only supporting the work we are doing but enabling us to innovate and move towards our future vision in service delivery.

Individual Giving:

Our Donor Care team would like to take this opportunity to give a heartfelt thank you to all our regular donors that have stood by and supported us throughout 2024.

The kindness shown by our donors shows that they care about children and their future. The team are committed to consistently highlighting the work that we do and how donor support is making a vital difference to the lives of thousands of children across Ireland. Donor retention allows us to build sustainable income each year and continue to grow our services to meet the demands of children that need our support. Our regular giving income amounted to over €252k last year and just shows that our donors believe in our mission and the work that we do.

A warm thank you to all our donors who contributed €250 or more in the past year and submitted their CHY3 forms, qualifying for our Tax Back campaign. Our team worked closely

with donors to emphasise the significance of this Revenue refund scheme, a crucial fundraising initiative for our organisation. As a result, we raised just over €144k, marking a 61% increase over the previous year.

Finally, a special thank you to all our donors that took the time to take calls and emails from the donor care team, responded to our appeals and were there when we needed them the most. All of this resulted in us having the best financial year since 2020 for our Individual Giving programme.

Hozier

This year saw Hozier's generosity know no bounds. In December, with the support of The 3 Arena, all proceeds from his concert were donated to ISPCC. This was a massive €420,000. We are truly grateful to Hozier, someone who has always appreciated the importance of our work and being there for children and young people across Ireland.

Similarly, we continue to receive royalties from the performance of The Parting Glass on The Late Late Show in March 2020.

Legacies

Embracing the opportunity to leave a gift in your will 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. This year we were truly blown away by the level of donations received, which totalled 23% of our annual fundraised income.

The impact of everyone 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. We honour everyone who left a gift in their will through the work we do.

Policy, Public Affairs and Participation

Strategic Pillar: Play a Major Role in Influencing Policy Landscape

The ISPCC's policy and public affairs effort supported the organisation to realise its purpose of wanting to build a nation of resilient children.

Our passion for change and courage to speak out were at the heart of this important work.

Children's Voices and Lived Experiences

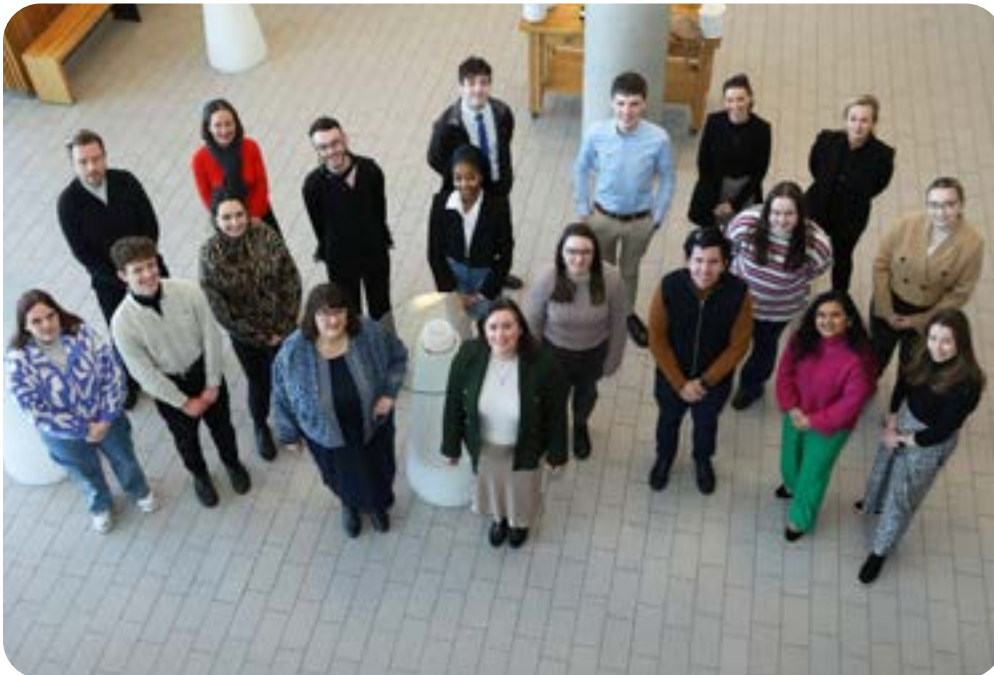
Ensuring children's voices and lived experiences are heard and amplified in a way that brings

about change has always been an important feature of our policy and public affairs work.

Participation in ISPCC

The ISPCC worked on reimagining its participation offering during the year and looks forward to unveiling these plans imminently. Children's lived realities need to be understood from their point of view to bring about the policy changes that will make a tangible difference in their lives. We firmly believe the model we have developed and piloted will deliver such change.

Coimisiún na Meán Youth Advisory Committee



We were invited to be a member of An Coimisiún na Meán's new youth advisory committee with the first meeting held in December 2023. The purpose of the committee is to assist and advise Coimisiún na Meán in relation to its online safety functions and other relevant matters. One of the first tasks of the committee was to provide input into the draft online safety code for video-sharing platforms. The committee met at various intervals throughout the year to support the work of An Coimisiún.

Innovative Insights

Our research work with TU Dublin on N-Light continued. We entered an exciting phase in the development of the deployable tool that will be powered by advanced artificial intelligence machine learning for text. The tool will help us to better understand child sexual abuse victim presentations underpinned by their authentic experiences via our Childline.ie webchat service. Such insights will ensure our policy and support responses are fit-for-purpose.

This work is supported by the Tech Coalition's Safe Online Fund.

A Better Digital Environment

We continued to focus our efforts on ensuring the digital environment was a safe space for children where their right to be protected was balanced with their right to participate. We engaged with like-minded colleagues on projects where we could actively realise this.

Irish Safer Internet Centre

We successfully completed another Safer Internet Centre project in 2024.

The Irish Safer Internet Centre is a partnership of four leading organisations – Webwise, Hotline.ie, 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.



Safer Internet Day is the key event of the Safer Internet Centre's calendar. This year's event took place at Microsoft's Dream Space with the theme of 'tech in our world'. It afforded participants an opportunity to reflect on the role technology plays in their lives and how persuasive design features and algorithms influence this experience.

The event was attended by key stakeholders including the Online Safety Commissioner, and many children and young people, all engaging together in meaningful discussion around the theme.

We're delighted the Irish Safer Internet Centre has been successful in securing another round of funding for the project. We look forward to what the partnership can achieve next.

Children's Online Redress (COR)

We were delighted to be approached by the Children's Online Redress (COR) project to sit on its advisory group. COR co-creates solutions for children's online redress to improve young people's online experiences. We advocated strongly for the inclusion of an individual complaints mechanism in the Online Safety and Media Regulation Act. Whilst this is not currently in situ, ensuring children have an effective and efficient online redress mechanism is a core right of theirs.

A Safer Childhood

Children have a right to be safe and we wanted to bring about solutions that would ensure this.



GroSafe

We are proud to be the Societal Impact Champion for GroSafe. The project aims to develop a technology-enabled solution to build societal resilience against child grooming. It is led by TU Dublin, in collaboration with ISPCC and Trinity College Dublin.

Through the year we engaged with key stakeholders on the issue of child grooming, including grooming online and offline, for abuse and exploitation purposes. These engagements were key to help us establish the nuances of the problem but also to identify the specific needs and requirements of these stakeholders.

Children's input was crucial in developing and refining a solution. We held co-creation workshops with children; trials in schools and 'in-the-wild'.

The project is funded by Research Ireland's National Challenge Fund.

EU Child Sexual Abuse Legislation Advocacy Group (ECLAG)

We continued to engage with our EU colleagues on the child sexual abuse proposed regulation and directive via ECLAG, a coalition of child rights non-governmental organisations (NGOs) fighting to protect children from sexual violence and abuse. The Irish government is a strong supporter of the effort at EU level, and we want to make sure this support does not waiver. Collaboration at this level is important to ensure a sustained and coordinated approach.

Affiliations

We continue to be active members of Insafe network of helplines, Mental Health Reform, European Anti-Bullying Network and Children's Rights Alliance sharing our insights and pursuing avenues together to bring about change.

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

Marketing and Communications

The underlying principle of all our marketing and communications activity is ensure that children and young people are at the very heart of all we do at ISPCC. This guiding principle dictates all our communications activity whether it be through proactive media relations, above the line campaigns or the development of new digital platforms.

Telling our story

Our proactive media relations strategy is intended to keep ISPCC relevant to stakeholders and the wider public and plays a crucial part in illustrating the impact of our work.

An endorsement of our strategy came in 2024 when ISPCC received the top accolade for the Best Short-Term Media Relations Campaign at the Awards for Excellence in Public Relations in June 2024. The campaign 'For some children, Christmas doesn't happen' was the winner in a category that had initially seen 37 submissions selected for the potential prize.

The awards, which have been co-hosted by the Public Relations Consultants Association Ireland (PRCA) and the Public Relations Institute of Ireland (PRII) for the past 30 years, recognise the best in Irish public relations, public affairs and internal communications across the public and private sectors.

The publicity campaign had a direct impact on our Christmas fundraising appeal, resulting in a 200% increase in donations received v's the same period in 2022 (November 25, 2022, v's November 26th, 2023)

The judging panel remarked that: "the winning entry was a hard-hitting campaign that showed no fear of exposing harsh truths about childhood in Ireland."

They added that "this was a strategic and well-planned campaign, with excellent use of research and timing. Challenging objectives were clearly achieved with tangible results. Kudos to an in-house team that surely worked long hours over the holiday period."

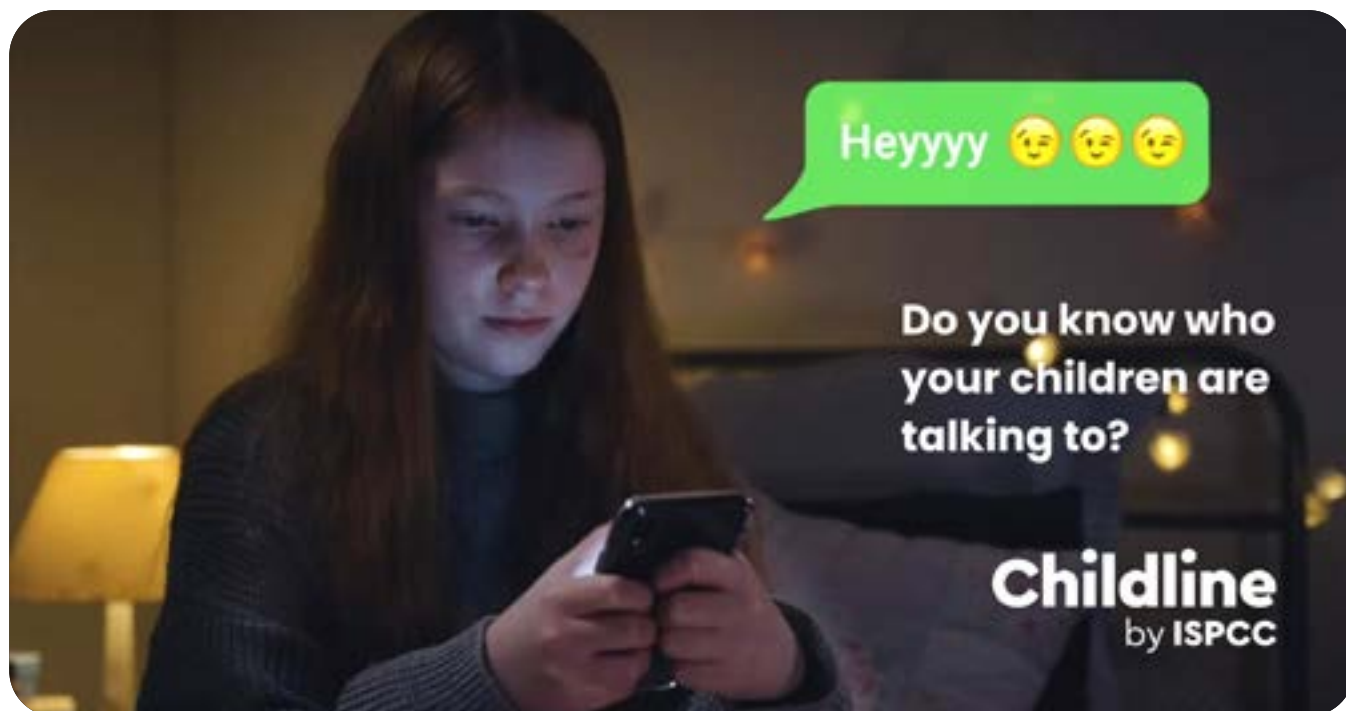
Safer Internet Day

We are acutely aware of the importance of online safety in relation to children and young people. As partners in the Irish Safer Internet Centre, alongside Webwise, National Parents Council and Hotline.ie, we collaborate closely on Safer Internet Day. This year, ISPCC developed a new digital ad campaign alerting parents to the dangers of online grooming in the run-up to Safer Internet Day on February 6.



The campaign, which tapped into a very real concern for parents – do they know who their child is talking to when they are online? – ran

across our social channels and VOD and directed viewers to ispcc.ie where they can get online safety tips and advice.



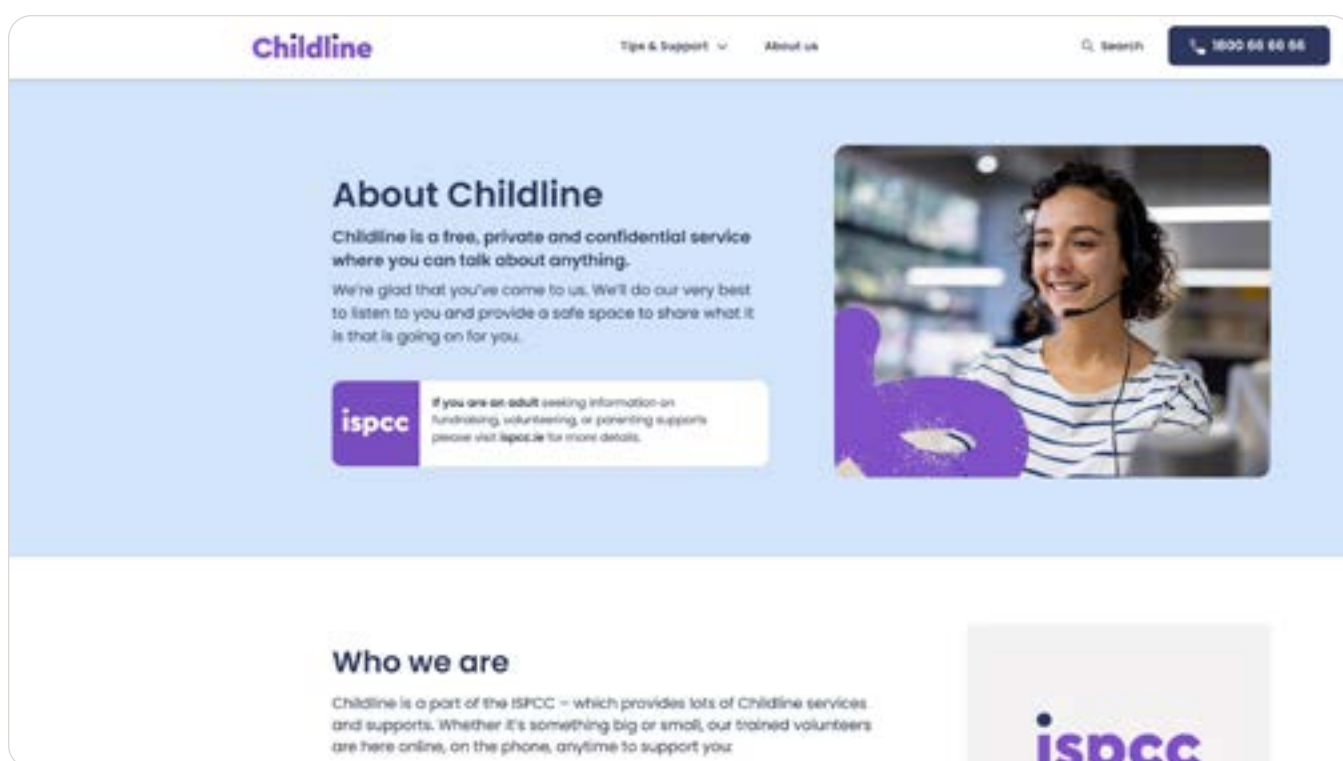
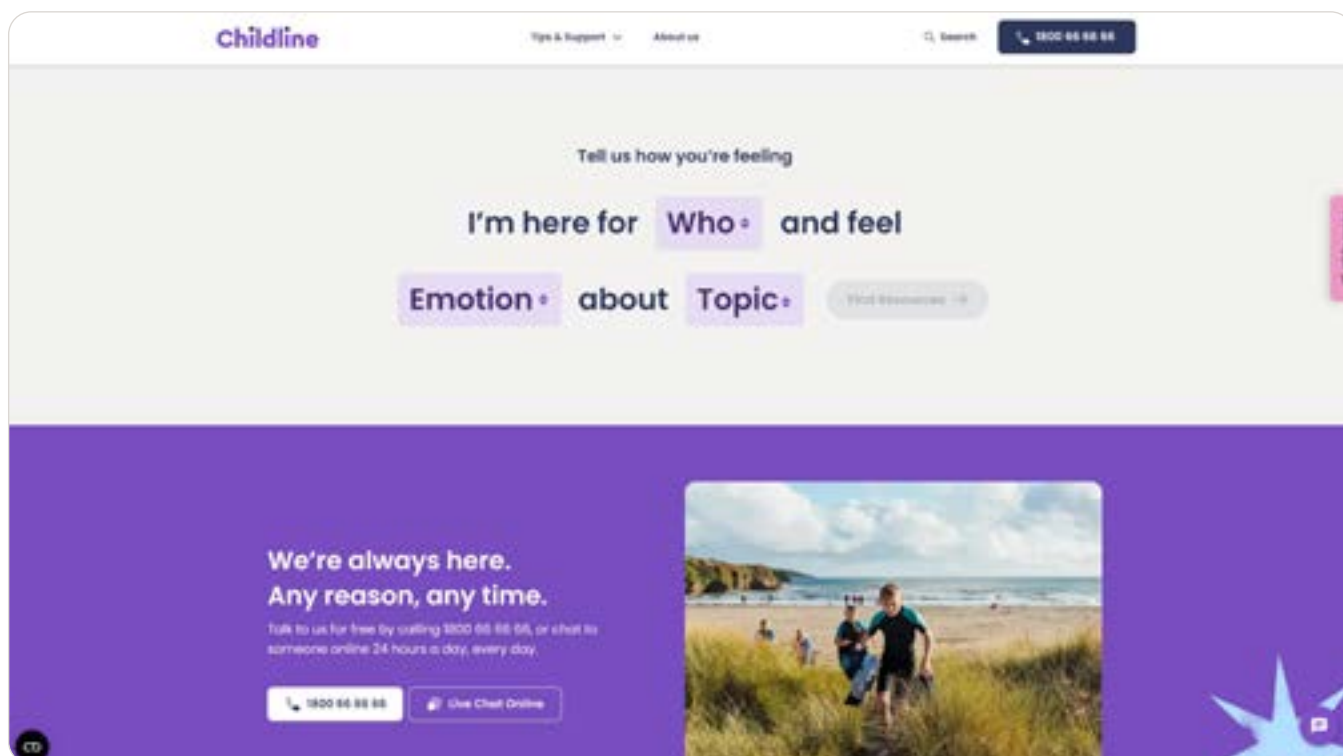


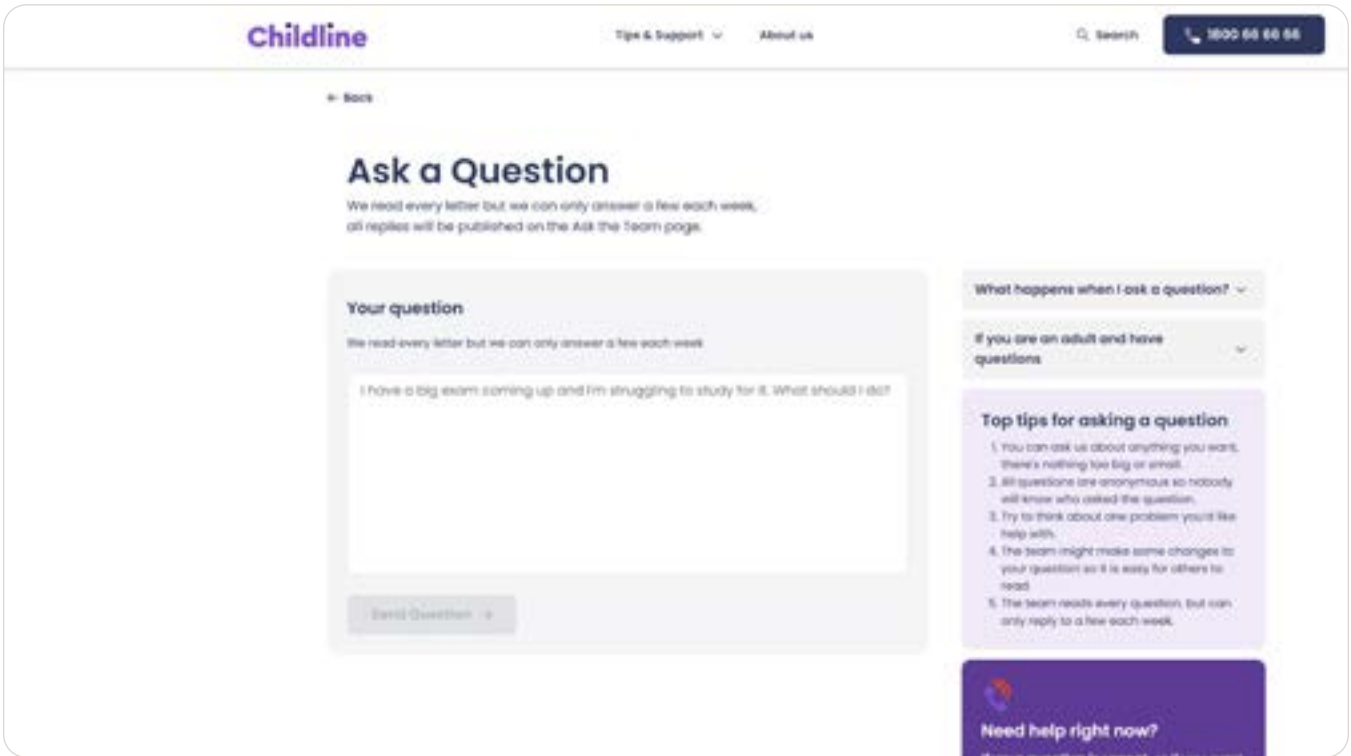
Our journey to redevelop Childline.ie continued apace and has resulted in the creation of a true digital ally. By engaging extensively with children and young people throughout the redevelopment journey we have ensured that the new Childline.ie now provides them with the strong support that they need in an ever-evolving world.

Our ambition was simple – to be more than just a provider of support, but to also be a constant ally. Recognising that children have a lot to handle, with each challenge they face, shaping their futures. We know that finding the right help isn't always easy, especially when even the little things can make a big difference. Children

need a place that feels safe and just for them. And so, the new Childline.ie was born. A digital sanctuary, where they can be themselves and engage freely and with confidence. Childline.ie is here to navigate their challenges alongside them. Making sure they never feel lost.

New features include a tailored search function which enables users to choose their emotions and topics and receive articles specific to their needs; the 24/7 Live Chat which empowers users with the knowledge that our support is always available whenever they need someone to listen to what is on their mind; and Ask the Team, where users get real answers from real people.





People and Transformation

Our People

As of the 30th of September 2024, our average employee numbers were 95 (98 in 2023). Of those, 79 were engaged in providing services to children, 15 in fundraising activity and one in administration.

Our employees are the heartbeat of our

organisation. We work hard to retain our ISPCC team and recruit talented people aligned to our purpose who live and breathe our ISPCC behaviours.

In the ISPCC our behaviours of Courage, Openness, Passion and Empathy are at the centre of everything we do.

Our Purpose
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 ISPCC Spirit
Is to place children of the heart of everything we do.

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

Courage
Challenging the status quo in the best interest of children.

Openness
Be guided by strong ethical principles.

Passion
Be determined to enhance children's lives.

Empathy
Listen with a non-judgmental ear.

Our High Engaged Culture

For the past four years we have consistently demonstrated high employee engagement figures, 83% in 2021, 92% in 2022, and 94% in 2023 and that trend continued in 2024 with a score of 87% in our High Performing Teams Survey.

Mapped against the top ten criteria for High Performance Teams, we asked our people how they felt across ten areas, including, communication, clarity of vision, conflict, trust, decision making, performance, development, clarity and relationships with others.

2024 High Performing Teams Survey		ispcc
	Agree / Strongly Agree	
Communication in my team is open clear and timely	89.5%	
There is clarity on the Vision and Purpose in my team	89.6%	
Challenge and Conflict - culture of positive challenge	92.6%	
Trust in the team - Does a high trust culture exists or are team members	91.0%	
Decision Making - clear decision-making processes exist in the team	80.6%	
Confronting Issues - Are issues in the team confronted or avoided	86.5%	
Performance & Lessons learned are regularly reviewed	80.6%	
Personal Development in your team - are we committed to supporting personal development and growth at all levels.	89.5%	
Clarity of Roles in the team - Does clarity exist in roles and between roles team	85.1%	
Relationships with other teams - Are there strong relationships with other teams or does conflict and apathy exist towards other teams?	83.6%	
Average 87%		

Reward and recognition for our employees

As part of our review of Compensation and Benefits, we introduced a new service-based leave to recognise our employees with five and ten years' service and granted them additional service-based leave and recognition at National Meetings or Town Halls. A popular new benefit known as "birthday day off" was also introduced from 1st January 2024.



(Pictured are our overnight call facilitators, three individuals being celebrated with 16 years' service to ISPCC)

Our National Volunteer Survey

Our National volunteer survey key findings were presented at the volunteer recognition event with new volunteers attending, many fed back how delighted they were to feel their voice was being heard. As reflected in our employee survey, our overall volunteer engagement is consistently high at 89.4%



Pictured at the National Volunteer Conference, ISPCC CEO, John Church, Interim Head of Fundraising Jessica O Leary, Director of Services,

Caroline O Sullivan, Head of Marketing and Communications, Deirdre McNamara, and Director of People and Transformation, Patricia Forde.



Engaging our people to build our new ISPCC strategy together

As part of our preparation and engagement for the development of our new strategy, we designed a consultation survey which ran from 11th March – 8th April 2024 with over 75% participation rate.

Our people were asked what in your opinion has worked well in our 2021-2024 strategy?

Responses included

“We have gained greater financial sustainability”

“Team has been a huge success and getting the right people”

“Can see how the pillars that were mentioned in the strategy are definitely implemented into the ISPCC workplace.”

Throughout 2024 this feedback, along with external stakeholder feedback was incorporated and culminated in the development of our new three-year strategy.

Key Appointments

A number of key appointments were made during the year including the appointment of a new Finance Director and Digital Content Manager.

Internal Progression opportunities

Internal progression is an important part of our succession planning. Providing pathways for our people helps retention and increases our capability as an organisation.

In 2024, we were proud to see two of our Childline Listening Volunteers being promoted to Childline Unit Managers.

Similarly, we saw internal movement from Childline Listening to Childline Therapeutic Services, and in our Fundraising department with a maternity leave opportunity providing a pathway for an Interim Head of Fundraising from the existing fundraising team.

Learning and Development

The ISPCC has partnered with DCM Learning to provide blended learning opportunities to employees and volunteers, with much of their catalogue becoming available to the ISPCC as a not-for-profit partner at no cost.

During the year, a member of our Board facilitated workshops on Leadership Development sessions with High Performance Teams and Giving and Receiving Feedback with the Leadership Development Group.

With the vision to increase our skills and capabilities across the entire organisation, our services teams, who are all trained in Children's First training, Designated Liaison Person training, and Suicide Awareness and Trauma, rolled out training on these topics for the entire organisation.

ISPCC also participated in Project Management, Insights Discovery Team based sessions, AI for Not-for-Profit and Diversity and inclusion, and Unconscious Bias workshops.

The new joiners experience in ISPCC

In total 24 employees joined ISPCC from 1st October 2023 to 30th September 2024.

New team-members were surveyed with key insights noted including:

- **100%** described their experience as very good or good.
- **86%** described our interview and selection experience as excellent.
- **71%** are very clear on their role.

During the past year, 17 people left the ISPCC which included retirements and those on contracts.

Policy development

The ISPCC is committed to a workplace environment that promotes and creates an open and inclusive culture where everyone feels valued. As such, we have developed two new policies, Diversity and Inclusion, and Menopause in the Workplace.

Well-being of our people

We take pride in our continued focus on employee and volunteer well-being and our dedicated “well-being team” meets regularly to ensure these values are maintained. Highlights include:

- Marchathon, a step challenge in conjunction with Transport for Ireland had over 50 ISPCCC team members people participating
- The ISPCCC Book Club continued to attract new members
- Continued promotion of our well-being portal and Employee Assistance Programme from Spectrum, which is available to all employees and volunteers 24/7.

Retirements

Three members of our team retired during the period from October 2023 to September 2024. We would like to thank our retiring long-service employees for their invaluable contributions, unwavering commitment and dedication to the ISPCCC.

Rest in Peace

Sadly, we said farewell to Micheál Sheridan, former ISPCCC Fundraising Manager and most recently C.E.O., Mercy Hospital Foundation who passed away in June 2024. Pat Coyle, Collette Delaney, Rosaleen O’Sullivan and Avril Iremonger, pensioners with the ISPCCC also sadly passed away this year.

The ISPCCC would like to send their sympathies to all the families of the bereaved.



Financial Review, Management and Governance

Financial Review:

Our financial statements comprise our results for the year from 1st October 2023 to 30th September 2024. The statement of financial activities and statement of financial position is set out on pages 74 and 75 respectively.

The financial performance was strong with a net surplus for the financial year, after depreciation of €161,708, (2022/2023 deficit of €455,488). This was in excess of budgeted financial performance for the year which was a small deficit of €30,000. The primary driver for this was improved performance on the legacies and donations income category.

Income:

The main source of income for the ISPCC is fundraising, which represented 70% of total income in year ended September 2024. The ISPCC also received €1.78m from statutory bodies in the financial year which represented 29% 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 and having a comprehensive system of financial controls 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 which 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 and 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 ISPCC, which is responsible for the strategy and overall performance of the organisation, met nine 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 Nominations and Remuneration 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 four other sub-committees of the board – Audit, Risk and Compliance; Nominations and Remuneration; Governance; and Strategy.

Directors are onboarded at the beginning of their tenure with the ISPCC, receiving a detailed breakdown of the services on offer within the organisation. Additionally, the Nominations and Remuneration and Governance sub-committee review board member skill sets during the recruitment stage and also review further skill sets required by the board in the running of its endeavours.

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

Caroline Downey – President

Caroline Downey is the President of the ISPCC and was formerly a Board member of the ISPCC. Caroline has been involved in many facets of the entertainment and music industry for over 35 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 ISPCC 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 Lyra.

Kevin McHugh – Director and Chair

Kevin is a chartered accountant with over three decades 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.

Paddy Barr, Director

Paddy has over 25 years' international leadership experience in Operations, Supply Chain & Strategic Management, he has held senior roles in Ireland, the UK & the USA in the airline, FMCG & IT industry sectors.

He is currently the owner & Managing Partner of Barr Performance Coaching. He has an MBA from University College Dublin and held senior Supply Chain and Procurement management positions in Microsoft, Diageo and British Airways. He is passionate about leadership development and performance management and has attained post graduate qualifications in Business Mentoring and Leadership Coaching.

Paddy is a member of the Enterprise Ireland Mentor Panel, a faculty member of the Irish Management Institute, The European Mentoring & Coaching Council, The International Coaching Federation and joined the board of the ISPC in July 2016. His book "The Successful Career Toolkit" – a quickfire guide to mastering business skills, was published by Kogan Page in 2019. Paddy is married with two sons, he lives in Dublin.

Donal Murphy – Director

Donal has 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.

Michael O'Donovan – Director

Michael is a Chartered Director with extensive experience as an independent chair and non-executive director. He is currently chair of two businesses in the financial services sector and is a Board Assessor with the Institute of Directors. He has previously served as a member of the board of KBC Bank, the National Concert Hall and Dublin Youth Orchestras.

Michael has over twenty-five years leadership experience in international technology and FinTech sectors. He brings expertise in areas including corporate governance, leadership and digital transformation. Michael has a BA in Economics and Psychology, post graduate qualifications in management, accounting and finance, company direction and an MBA.



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 John Moore's 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.

Ian Brennan – Director

Ian Brennan has served as 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 Master 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.

Mary Clarke – Director

Mary is a 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 not for profit sector.

Mary joined the Board in 2023. She 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 also holds professional educational qualifications from The Kings Inn and NUI.

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 ISPCC. A qualified psychologist and teacher, she was a member of the ISPCC board since 2015. Grace resigned from the Board on 28th March 2024

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, and Halftime Talk Charity.

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.

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 ISPCC since 2017.

Ava Battles – Director

Following completion of a Degree in Psychology and a Masters in Health Psychology in the National University of Ireland Galway, Ava began her career in the Community & Voluntary sector. Her first role was with the Irish Society for the Prevention of Cruelty to Children (ISPCC) as National Research Officer and then National Training and Research Manager.

After travelling through Australia, New Zealand and South East Asia Ava took up the post of Director of Services with Brainwave The Irish Epilepsy Association. During this time Ava was a Board Member of the Neurological Alliance of Ireland (NAI) and the Joint Epilepsy Council (JEC) of the UK & Ireland and completed a Masters in Management in the Community & Voluntary sector.

Ava took up her first Chief Executive Officer role with the Carmichael Centre for Voluntary Groups.

Ava joined The Multiple Sclerosis Society of Ireland in October 2011 as Chief Executive. During her twenty years' experience in the community and voluntary sector she has gained an understanding of the issues facing community and voluntary organisations, and the members those organisations work to serve. Ava is currently Vice Chair of Irish Platform for Patients, Science & Industry (IPPOSI).

As a Health Psychologist, she has a keen interest in the fields of illness and health, producing real and significant practical benefits to people resulting in an increase in their quality of life. Ava joined the board of the ISPCC in June 2024.

Committees:

Audit, Risk and Compliance Committee –

The Audit, Risk and Compliance Committee is responsible for the oversight of the company's finance 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, Daragh MacAogain and Mary Clarke. The Committee met nine times in 2023/2024.

Nominations and Remuneration Committee –

The Nominations and 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 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 and met four times in 2023/2024.

Governance Committee –

The function of the 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 during the year: Kevin McHugh, Mary Clarke, Grace Kelly (retired in March 2024) and Ava Battles. The Committee met twice in 2023/2024.

Digital Transformation Committee –

The digital transformation committee consisting of Maureen King and Ian Brennan met four times over 2023/2024. The committee was formed initially to assist with the Childline

Evolution Project, which is a further step forward in the ISPCC's digital growth. The new Childline listening platform went live in February 2024, the new platform gives our listening staff and volunteers a superior experience when providing our listening service to children and young people. As this significant project was now complete, it was decided to disband the Digital Transformation committee in September 2024.

Strategy Committee

The Strategy committee, comprising of Paddy Barr, Maureen King and Julie Wells was formed in November 2023 as work commenced on development of the new ISPCC strategy. The committee was set up to support the Board in the strategic planning process and to ensure there is full alignment in the Strategic development.



Members	Board Meetings	Audit Risk & Compliance Committee	Nominations & Remuneration Committee	Governance Committee	Strategy Committee***	Digital Transformation Committee
Kevin McHugh	8/9	N/A	N/A	2/2	N/A	N/A
Donal Murphy	8/9	8/9	N/A	N/A	N/A	N/A
Michael O'Donovan	7/9	9/9	N/A	N/A	N/A	N/A
Daragh MacAogain	6/9	6/9	N/A	N/A	N/A	N/A
Patrick Barr	7/9	N/A	4/4	N/A	7/7	N/A
Ian Brennan	8/9	N/A	N/A	N/A	N/A	4/4
Maureen King	6/9	N/A	4/4	N/A	7/7	4/4
Grace Kelly*	5/5	N/A	N/A	2/2	N/A	N/A
Julie Wells	8/9	N/A	N/A	N/A	7/7	N/A
Sally Goodwin	6/9	N/A	4/4	N/A	N/A	N/A
Mary Clarke	6/9	7/8	N/A	2/2	N/A	N/A
Ava Battles**	2/2	N/A	N/A	1/1	N/A	N/A

*Grace Kelly resigned 28th March 2024

**Ava Battles appointed 27th June 2024

***Strategy Working Group met seven times during the year in support of advancing new ISPCC strategy.

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.

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 7th 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 Remuneration Committee to lead on succession planning.

The 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	Fundraising targets not being met	Active fundraising team, monthly forecasting, pipeline management and risk assessment.
3	Reputational Risk	Ensure maintain Triple Lock charity status, governance code compliance, regular risk register review and update, continuous review of internal controls
4	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.
5	Cyber Security	Security controls, encryption, ongoing staff training, periodic review.

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:

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 30th September 2024, the ISPCC had liquid reserves of €2.7m representing 5.7 months expenditure. The board will endeavour to maintain reserves at a level in accordance with our policy outlined above.

There were some significant single fundraising donations in 2023/2024, therefore a slight reduction in income is expected in 2024/2025. Income is still tracking significantly ahead of 2022/2023 levels. 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.

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 Representatives 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	
Employees		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.	
Volunteers		Annual Volunteer Recognition Event / Volunteer Regional Meetings.	
Board		Regular board meetings / Detailed board pack sent in advance of all meetings / Individual Senior Leadership Team members presentations to the board.	

Our External Stakeholders	Our Key Methods of Engagements
Children	Childline website and social media profiles/ Schools, clubs and community outreaches/ School and community promotional materials/ Presence at community events/ Children's Advisory Committees/ Promotional and advertising campaigns.
Families	Through the Childline Therapeutic Support Service Parent Hub on the ISPCC website.
Government & Regulatory Bodies	The ISPCC has a policy and public affairs function dedicated to relevant policy matters which affect the children, young people, and families we support. We communicate with all political parties including Government Ministers and Department Officials, opposition party Spokespeople, TDs, Senators and MEPs. We sit on Comisiúin na Meán's Youth Advisory Committee.
Membership Bodies	The ISPCC 's CEO sits on the board of Mental Health Reform. Children's Rights Alliance meetings and events.
Donors	Direct Mailings/ Social and traditional media presence/ Direct communication via our Chief Executive and fundraising department.
Community	The ISPCC and Childline digital platforms (web and social)/ Childline schools, clubs and community outreaches/ Communication through media coverage/ presence at public events.
HSE & Tusla	Annual review meetings.
Government Structure	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).
Department of Justice, Cybercrime Division	Regular engagement with the Department of Justice as the Coordinator of the Irish Safer Internet Centre project. The Childline Listening Service acts as the child helpline for children in the consortium.
European Stakeholders	Insafe network of helpline meetings and events. European Anti-Bullying Network meetings, events, and AGM. Missing Children Europe meetings and events.
Academic Partnerships	Research projects with Technological University Dublin (N-Light and GroSafe).
Media	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)

Julie Wells

Mary Clarke

Michael O'Donovan

Daragh Mac Aogain

Donal Murphy

Ian Brennan

Maureen King

Sally Goodwin

Patrick Barr

Ava Battles (Appointed 27 June 2024)

Grace Kelly (Resigned 28 March 2024)

Simmons & Simmons (Company Secretary)

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 year ended 30 September 2024

Post Balance Sheet Events:

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

Disclosure of information to auditors

In accordance with Section 330 of the Companies Act 2014, so far as each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as each Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- each Trustee has taken all the steps that ought to have been taken as a Trustee in order to be

aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

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 at Unit 3, Block 3, Harbour Square, Crofton Road, Dun Laoghaire, Dublin.

Auditors

The auditors, RBK Business Advisers were appointed as Independent Auditors during 2024 and have expressed a willingness to continue in office in accordance with Section 383(2) of the Companies Act 2014.

Approved by order of the members of the board of Directors and signed on their behalf by:



Kevin McHugh

Director

Date: 27th February 2025



Michael O'Donovan

Director

Date: 27th February 2025

Directors' Responsibilities Statement

For the year ended 30 september 2024

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

The Directors are required 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" as modified by the Statement of Recommended Practice "Accounting and Reporting by Charities" effective 1 January 2019.

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.

Approved by order of the members of the Board of Directors and signed on its behalf by:

Director



Kevin McHugh



Michael O'Donovan

DATE: 27th February 2025



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

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 2024 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 applicable Irish law and Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland as modified by the Statement of Recommended Practice "Accounting and Reporting by Charities" effective 1 January 2019

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 2024 and of its net income for the year then ended;
- Have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- Have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are

further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

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

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

Conclusions relating to going concern

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

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

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF IRISH SOCIETY FOR THE PREVENTION OF CRUEL TY TO CHILDREN

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.

Responsibilities of Directors for the financial statements

As explained more fully in the Directors' Responsibilities Statement, 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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF IRISH SOCIETY FOR THE PREVENTION OF CRUEL TY TO CHILDREN

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

As part of an audit in accordance with ISAs (Ireland), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material

misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the Charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- Conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's report. However, future events or conditions may cause the Charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters,

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF IRISH SOCIETY FOR THE PREVENTION OF CRUEL TY TO CHILDREN

the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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.



Ronan Kilbane

for and on behalf of

RBK Chartered Accountants & Business Advisers

Termini

3 Arkle Road

Sandyford

Dublin 18

Date: **27th February 2025**



Statement of financial activities

(Incorporating income and expenditure account)

For the year ended 30 September 2024

Notes		Restricted Funds 2024 €	Unrestricted Funds 2024 €	Total Funds 2024 €	Total Funds 2023 €
Income from:					
Donations and legacies	5	360,846	3,735,031	4,095,877	3,424,011
Charitable activities	6	-	1,840,795	1,840,795	1,546,210
Other trading activities	7	-	247,950	247,950	330,432
Investments	8	-	2,098	2,098	403
Total income and endowments		360,846	5,825,874	6,186,720	5,301,056
Expenditure on:					
Raising funds	10	-	1,181,085	1,181,085	1,218,414
Charitable activities	9	41,330	4,628,845	4,670,175	4,334,293
Other expenditure	11	102,669	71,083	173,752	203,837
Total expenditure		143,999	5,881,013	6,025,012	5,756,544
Net (expenditure) / income		216,847	(55,139)	161,708	(455,488)
Reconciliation of funds:					
Total funds brought forward	22	348,209	4,457,535	4,805,744	5,261,232
Net movement in funds (See above)		216,847	(55,139)	161,708	(455,488)
Total funds carried forward	22	565,056	4,402,396	4,967,452	4,805,744

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 77 to 93 form part of these financial statements.

Balance Sheet

As at 30 September 2024

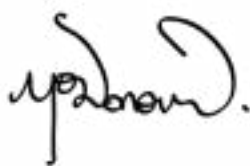
	Notes	2024 €	2023 €
Fixed assets			
Tangible assets	16	1,859,500	1,961,832
Intangible assets	17	407,366	53,411
Financial assets	18	13,939	13,939
		2,280,805	2,029,182
Current assets			
Debtors	19	1,549,386	448,469
Cash at bank and in hand	25	1,946,731	2,737,672
		3,496,117	3,186,141
Creditors: amounts falling due within one year	20	(809,470)	(409,579)
Net current assets		2,686,647	2,776,562
Total net assets		4,967,452	4,805,744
Charity funds			
Restricted funds	22	565,056	348,209
Unrestricted funds	22	4,402,396	4,457,535
Total funds		4,967,452	4,805,744

The financial statements were approved and authorised for issue by the Directors and signed on their behalf by:



Kevin McHugh
Director

Date: 27th February 2025



Michael O'Donovan
Director

Statement Of Cash Flows

For the year ended 30 September 2024

	Notes	2024 €	2023 €
Cash flows from operating activities			
Net cash used in operating activities	24	(382,092)	(384,128)
Cash flows from investing activities			
Acquisition of tangible assets	16	(43,704)	(1,868,958)
Acquisition of intangible assets	17	(381,673)	(53,411)
Disposal of tangible assets	18	14,430	-
Net cash used in investing activities		(410,947)	(1,922,369)
Cash flows from financing activities			
Investment income received	8	2,098	403
Net cash provided by financing activities		2,098	403
Change in cash and cash equivalents in the year	25	(790,941)	(2,306,094)
Cash and cash equivalents at the beginning of the year	25	2,737,672	5,043,766
Cash and cash equivalents at the end of the year		1,946,731	2,737,672



Notes To The Financial Statements

For The Year Ended 30 September 2024

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 2024.

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. 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.

3.1 Basis of preparation of financial statements

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.

3.2 Investment income

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

3.3 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.

3.4 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.

3.5 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.

3.6 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.

Redundancy cost

Redundancy cost are recognised as an expense in the period in which it is incurred.

Pension

Staff who joined the ISPPC 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 sit with the State. All other staff are offered membership to a PRSA provided by Zurich.

3.7 Foreign currencies

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.

3.8 Taxation and deferred taxation

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

3.9 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.

Depreciation is allocated between restricted and unrestricted expenditure depending on whether the asset was purchased using restricted funds.

Depreciation is provided on the following bases:

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

Derecognition

Freehold property	- 1% Straight line
Leasehold property	- Depreciated over terms of lease
Fixtures and fittings	- 10% Straight line
Computer equipment	- 20% / 33% Straight line

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.

3.10 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.

3.11 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.

3.12 Operating leases

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

3.13 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.

3.14 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 judgements 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 & cash flows for a further six months up to March 2026. 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 €1,895,500 (2023: €1,961,832) (See Note 16).

Intangible asset comprise website development and software 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 from donations and legacies	Restricted funds 2024 €	Unrestricted funds 2024 €	Total funds 2024 €	Total funds 2023 €
Donations	360,846	2,695,709	3,056,555	2,925,624
Legacies	–	1,039,322	1,039,322	498,387
Total 2024	360,846	3,735,031	4,095,877	3,424,011
<i>Total 2023</i>	<i>325,667</i>	<i>3,098,344</i>	<i>3,424,011</i>	

6. Income from charitable activities	2024 €	2023 €
Service Payments		
Tusla Dublin	168,905	163,663
Tusla Galway	29,470	29,576
Tusla Cork	157,683	171,230
Tusla Limerick	72,296	57,750
Tusla Mayo	55,730	42,574
Tusla Clare	99,314	52,000
Tusla Louth	130,433	71,887
Tusla Parenting Lead Role	72,437	72,450
Tusla Cavan & Monaghan	135,281	59,253
Tusla Commissioning	–	3,000
CYPSC Clare	68,250	22,000
Tusla Pay Restoration	11,656	–
	1,001,455	745,383

6. Income from charitable activities	2024 €	2023 €
Funding from statutory bodies		
National Office for Suicide Prevention HSE	218,017	216,835
*DCEDIY – Monaghan Project	98,566	84,358
*DCEDIY – Missing Children	86,875	90,000
Department of Justice – Internet Safety	-	7,290
Regional Drug Task Force payments – Wicklow RDTF HSE	-	22,500
Regional Drug Task Force payments – RDTF NE 13 HSE	83,854	76,150
*DCEDIY – Cavan Bounce Back Service	97,644	103,554
*DCEDIY – Include Project Cavan Monaghan	12,153	8,467
HSE Digital Mental Health funding	4,000	-
Health Ireland Youth Mental Health	24,000	26,000
Cork City Funding	-	1,052
European Funding	150,767	112,171
TU Dublin	4,368	-
Department of Health	-	2,450
	780,244	750,827
Other Charitable Income		
St Patrick's Mental Health Services	50,000	50,000
Mental Health Reform	5,000	-
Other	4,096	-
	59,096	50,000
Total Income from charitable activities	1,840,795	1,546,210

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

All income from charitable activities is unrestricted unless otherwise indicated.

7. Other trading activities	2024 €	2023 €
Community events	245,019	228,360
Fundraising events	2,500	101,333
Sale of merchandise	431	739
	247,950	330,432

8. Investment income	Unrestricted funds 2024 €	Total funds 2024 €	Total funds 2023 €
Income from investments	2,098	2,098	403
Total 2024	2,098	2,098	403
Total 2023	403	403	

9. Analysis of expenditure on charitable activities	Restricted funds 2024 €	Unrestricted funds 2024 €	Total 2024 €	Total 2023 €
Salary costs	-	2,889,103	2,889,103	2,460,122
Direct costs	41,330	602,486	643,816	714,667
Support costs	-	1,137,256	1,137,256	1,159,504
Total 2024	41,330	4,628,845	4,670,175	4,334,293
Total 2023	-	4,334,293	4,334,293	

10. Analysis of expenditure on raising funds	Restricted funds 2024 €	Unrestricted funds 2024 €	Total 2024 €	Total 2023 €
Salary costs	-	822,087	822,087	799,820
Direct costs	-	285,353	285,353	362,742
Support costs	-	73,645	73,645	55,852
Total 2024		1,181,085	1,181,085	1,218,413
Total 2023	54,939	1,163,475	1,218,414	

11. Other expenditure	Restricted funds 2024 €	Unrestricted funds 2024 €	Total 2024 €	Total 2023 €
Depreciation	102,669	71,083	173,752	203,837
<i>Total 2023</i>	<i>154,992</i>	<i>48,845</i>	<i>203,837</i>	

12. NET INCOME / (EXPENDITURE)	2024 €	2023 €
Net income / (expenditure) is stated after charging / (crediting):		
Auditor remuneration (including VAT) – statutory audit services	24,600	22,140
Depreciation	173,752	203,837
Operating lease payments	176,945	171,618
	375,297	397,595

13. Taxation

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

14. Employees and remuneration	2024 €	2023 €
Salaries	3,314,473	2,905,907
Pension	39,883	35,825
Redundancy costs	5,519	16,623
<i>Social welfare costs</i>	351,321	<i>301,587</i>
	3,711,196	3,259,942

The average monthly number of salaried persons (including temporary fundraising staff) employed by the company in the year was 95 (2023: 98). An analysis of employee numbers at the year end is as follows:

	2024	2023
Services to children	79	81
Fundraising	15	16
Administration	1	1
	95	98

The company employs sessional staff to provide services only as required. The full-time equivalent staff numbers employed in the year was 72 (2023: 72).

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

	2024	2023
€50,001 – €60,000	9	5
€60,001 – €70,000	5	4
€70,001 – €80,00	2	1
€80,001 – €90,000	-	2
€90,001 – €100,000	3	2
€100,001 – €110,000	-	-
€110,001 – €120,000	-	-
€120,001 – €130,000	1	1

Key management compensation:

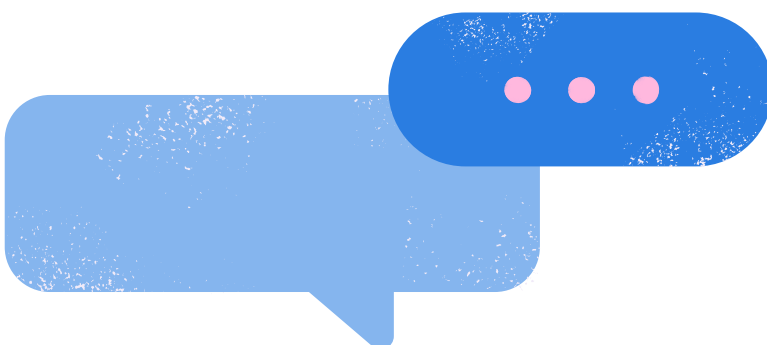
The compensation paid to key management personnel (which comprised of the CEO, Director of Services, Director of IT & Finance, Head of Communications and Marketing, Director of People and Transformation, Commercial Director and Head of Policy and Public Affairs) for the year ended 30 September 2024 for planning, directing and controlling the charity is €728,946 (2023: €631,351).

The annual salary of the CEO is €115,500 and is set by the Nominations and 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 and received an employer pension contribution of €11,550.

15. Directors' remuneration and expenses

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 incurred by Directors was €Nil (2023: €Nil).



16. Tangible fixed assets	Freehold Property €	Leasehold property €	Fixtures & fittings €	Computer equipment €	Total €
Cost or valuation					
At 1 October 2023	1,735,152	82,650	304,436	1,169,381	3,291,619
Additions	-	-	33,430	10,274	43,704
Disposals	-	-	-	(14,430)	(14,430)
At 30 September 2024	1,735,152	82,650	337,866	1,165,225	3,320,893
Depreciation					
At 1 October 2023	7,091	80,660	206,509	1,035,527	1,329,787
Charge for	17,364	1,990	15,530	111,152	146,036
On disposals	-	-	-	(14,430)	(14,430)
At 30 September 2024	24,455	82,650	222,039	1,132,249	1,461,393
Net book value					
At 30 September 2024	1,710,697	-	115,827	32,976	1,859,500
At 30 September 2023	1,728,061	1,990	97,927	133,854	1,961,832

17. Intangible assets

During the year the charity further developed its existing childline.ie website, and also invested in the enhancement of the backend architecture of the core childline phone and webchat system. The related capitalised costs represent the aggregate of the expenditure incurred in the development of both projects.

Website Development and Software €	
Cost	
At 1 October 2023	53,411
Additions	381,673
At 30 September 2024	435,084
Amortisation	
At 1 October 2023	-
Charge for the year	27,718
At 30 September 2024	27,718
Net book value	
At 30 September 2024	407,366
At 30 September 2023	53,411

18. Financial assets		Investments €
Cost or valuation		
At 1 October 2023		13,939
At 30 September 2024		13,939
Net book value		
At 30 September 2024		13,939
At 30 September 2023		13,939

All financial assets are comprised of equities.

19. Debtors		2024 €	2023 €
Due within one year			
Trade debtors		29,368	–
Other debtors		33,236	1,387
Prepayments		155,042	172,956
Accrued income		1,331,740	274,126
Total		1,549,386	448,469

All debtors are due within one year.



20. Creditors: Amounts falling due within one year	2024 €	2023 €
Credit Cards	1,111	–
Trade creditors	83,936	66,587
Other taxation and social security	86,942	74,088
Other creditors	208,039	142,667
Accruals	277,074	60,756
Deferred income	152,368	65,481
	809,470	409,579

21. Deferred income	2024 €	2023 €
At 1 October 2023	65,481	313,994
Credited to Statement of Financial Activities	(65,403)	(308,915)
Deferred during the year	152,290	60,402
At 30 September 2024	152,368	65,481

Funds received during the year in an amount of €152,368 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.



22. Statement and summary of funds

Statement and summary of funds – current year	Balance at 1 October 2023 €	Income	Expenditure	Balance at 30 September 2024 €
Unrestricted funds				
Unrestricted funds	4,457,535	5,825,874	(5,881,013)	4,402,396
Restricted funds				
Restricted funds	348,209	360,846	(143,999)	565,056
Total of funds	4,805,744	6,186,720	(6,025,012)	4,967,452

Restricted funds of €565,056 relates to five funders where monies were received for a specific purpose which include website development, childline backend architecture upgrade, Smart Moves and Digital Mental Health, and the charity has not fully spent those funds at year end.

Statement and summary of funds – prior year	Balance at 1 October 2023 €	Income	Expenditure	Balance at 30 September 2023 €
Unrestricted funds				
Unrestricted funds	5,028,759	4,975,389	(5,546,613)	4,457,535
Restricted funds				
Restricted funds	232,473	325,667	(209,931)	348,209
Total of funds	5,261,232	5,301,056	(5,756,544)	4,805,744

23. Analysis of net assets between funds

Analysis of net assets between funds – current period	Restricted funds 2024 €	Unrestricted funds 2024 €	Total funds 2024 €
Tangible fixed assets	401,617	1,457,883	1,859,500
Intangible fixed assets	–	407,366	407,366
Trade investments	–	13,939	13,939
Current assets	179,152	3,317,200	3,496,352
Creditors due within one year	(15,713)	(793,992)	(809,705)
Total	565,056	4,402,396	4,967,452

Analysis of net assets between funds – prior period	Restricted funds 2023 €	Unrestricted funds 2023 €	Total funds 2023 €
Tangible fixed assets	77,481	1,884,351	1,961,832
Intangible fixed assets	53,411	–	53,411
Trade investments	–	13,939	13,939
Current assets	217,317	2,968,824	3,186,141
Current liabilities	–	(409,579)	(409,579)
Total	348,209	4,457,535	4,805,744

24. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 €	2023 €
Net income/expenditure for the period (as per Statement of Financial Activities)	161,708	(455,488)
Adjustments for:		
Depreciation charges	131,606	201,401
Amortisation charges	27,718	–
Investment income	(2,098)	(403)
(Increase)/decrease in debtors	(1,100,917)	222,407
Increase/(decrease) in creditors	399,891	(352,045)
Net cash used in operating activities	(382,092)	(384,128)

25. Analysis of cash and cash equivalents	2024 €	2023 €
Cash in hand	1,946,731	2,737,672
Total cash and cash equivalents	1,946,731	2,737,672

26. Analysis of changes in net debt	At 1 October 2023 €	Cash flows €	At 30 September 2024 €
Cash at bank and in hand	2,737,672	(790,941)	1,946,731
Credit card	-	(1,111)	(1,111)
	2,737,672	(792,052)	1,945,620

27. Pension scheme

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

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

28. Operating lease 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:

	2024 €	2023 €
Due within one year	146,806	90,008
Due between one year and five years	433,773	214,729
Due after five years	38,750	40,803

29. Grant disclosure

In line with Circular 13/2014, the company received funding from TUSLA (The Child and Family Agency). The purpose of these funds was for the provision of services. The total income for the year was €1,001,457 and total expenditure was €1,001,457. No amounts were deferred and reallocated during the year. In addition no capital grants were received. This income is unrestricted in the Statement of Financial Activities.

30. 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 2024.

31. Capital commitments

There were no capital commitments at the year end (2023: €NIL).

32. Contingent liabilities

There were no contingent liabilities at the year end (2023: €NIL).

33. Post balance sheet events

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

34. Comparative

Comparative figures have been reclassified for consistency with the current year. There is no impact on the results for the year.

35. Approval of financial statements

The financial statements were approved by the Directors on





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