

# Annual Report & Financial Statements

for the year Ended 30 September 2025

THE IRISH SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN



**ispcc**



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# Directors and other information

## Directors and other information

Kevin McHugh (Chairperson)  
Patrick Barr (retired 27th March 2025)  
Sally Goodwin (retired 25th September 2025)  
Ava Battles  
Maureen King  
Paul Gilligan (appointed 27th March 2025)  
Ian Brennan  
Daragh MacAogain  
Donal Murphy (retired 29th May 2025)  
Michael O'Donovan (retired 27th March 2025)  
Mary Clarke  
Julie Wells  
Paul Delahunty (appointed 26th June 2025)  
Eimear Harty (appointed 29th May 2025)  
Jillian Mahon (appointed 29th May 2025)

## 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

Simmons & Simmons (Ireland) LLP  
Fourth Floor  
One Molesworth St  
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 ISPCC for the period of October 2024 – September 2025.

The past year to September 2025 saw the completion of our first year of our new strategy, **Better, Happier, Safer**. One of the main challenges facing us as we moved into our new strategy was ensuring the financial sustainability of the organisation so that we could scale our services and reach more children. This year has been a very successful one in terms of income generation and expenditure control, thus creating stability within the organisation. The significant cultural changes we made 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 has proven successful in this regard.



We are pleased to say that great strides have been made regarding the development of our services and therefore we have reached substantially more children as a result. During this period, we not only reached more children, impacting positively on their lives, but we produced a second financial surplus in a row thanks to the dedication and commitment of our teams to our new strategy.

The focus during the last year was to continue our repositioning work around Childline, our core service intervention. 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-judgmental ear. We will continue to promote this service as one for every child, so they know we are here, for any reason, at any time and not just in times of crisis.

Our Childline Listening service engaged with over 17,000 unique users last year with increases in both our phone calls and our webchat service. Between the two services, we spent 1.1m minutes listening to children in 2025, sufficient evidence if we ever needed, that a confidential, non-judgmental listening service like Childline is an essential tool in building a child's coping capacity.

We have seen real changes in the way children access support for their own mental health challenges, and greater dependency on self-management was evident again in our work this year. 2025 saw us continue our investment in Childline.ie as we seek to create 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.

We continued our digital journey and the success of our online CBT (cognitive behavioural therapy) programmes, saw us support more children with low to moderate anxiety, a growing issue amongst our population. We also saw an increased demand for our parenting modules with our “Dealing with an Anxious Teen” programme proving to be an important support ultimately for their children. Indeed, 2025 saw a noticeable growth in our overall parenting support with remarkable numbers of parents attending our very popular online webinars, delivered by our own team in the evenings, as they seek out their own support amongst their busy lives. Once again, we saw self-referrals as the greatest source of attendance across many of our new digital services, with parents actively seeking additional or supplemental interventions for their children beyond the traditional health system of support. We were encouraged this year by the active engagement of the HSE in our digital services and recognition that these services play a role in supporting the mental health of our children. This was evident in the role that the ISPCC now plays in helping relieve the Child and Adolescent Mental Health Service (CAMHS) waiting list, a service run by the HSE.

Our engagement with schools, a hugely important sector for raising awareness and increasing our reach, continued with ‘Smart Moves’, our resilience-building schools programme for 5th and 6th class students, showing record growth. This programme has now reached over 90,000 students in all 26 counties in Ireland.

Our Childline Therapeutic Support Services (CTSS) engaged with 679 children resulting in a 100% satisfaction level with the service. Our CTSS service is delivered both in person and online and provides us with an alternative intervention which some children prefer. The CTSS team are key to providing the organisation with expertise and the required qualifications needed to grow our digital service too.

Fundamental to the sustained delivery of our services is the ability to raise significant funds each year. Over 70% of our income is generated from the generosity of the public, with the balance sourced from statutory sources such as Tusla and the HSE. We generated a surplus of €1,220,947 in the financial year ended September 2025, which was significantly ahead of our budgeted position of a deficit of €8,405. This large surplus was primarily driven by an incredible single donation of €1,000,000 through the Community Foundation Ireland, as well additional financial support from the HSE for our parenting hub as well as our digital mental health and wellbeing programme.

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 very kindly give of their personal time and are actively engaged in delivering our phone, webchat, and digital support programmes.

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.

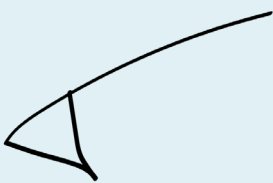
We are also very appreciative of the support of the Department of Children, Disability and Equality, and Tusla, the Child and Family Agency in this period, as well as that of the National Office for Suicide Prevention, the Regional Drugs Taskforce and a range of other statutory bodies who have continued 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. Great strides were made again this year in one of our core focus areas of online safety, the child protection issue of our era.

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.

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.



**Kevin McHugh**  
Chairman



**John Church**  
Chief Executive Officer



courage

# Our Purpose

## We are here to protect childhood

This is **Why** we exist. Childhood has changed and every child has the right to lead a **Better, Happier, Safer** life. The core to our existence is to strengthen resilience and develop coping competencies to help children reach their full potential.

# Vision

## A Better, Happier, Safer childhood

Better, Happier, Safer has been inspired by the children themselves. Everyone who works in ISPCC is inspired to achieve this for every child. The voice of the child is the spirit of our vision and recognises that every childhood is different. All of us at ISPCC – our board, our team and our dedicated volunteers are united in our ambition for Childline to be the first port of call for children.

passion

# Mission

## To reach every child so they know we are here – for any reason, any time.

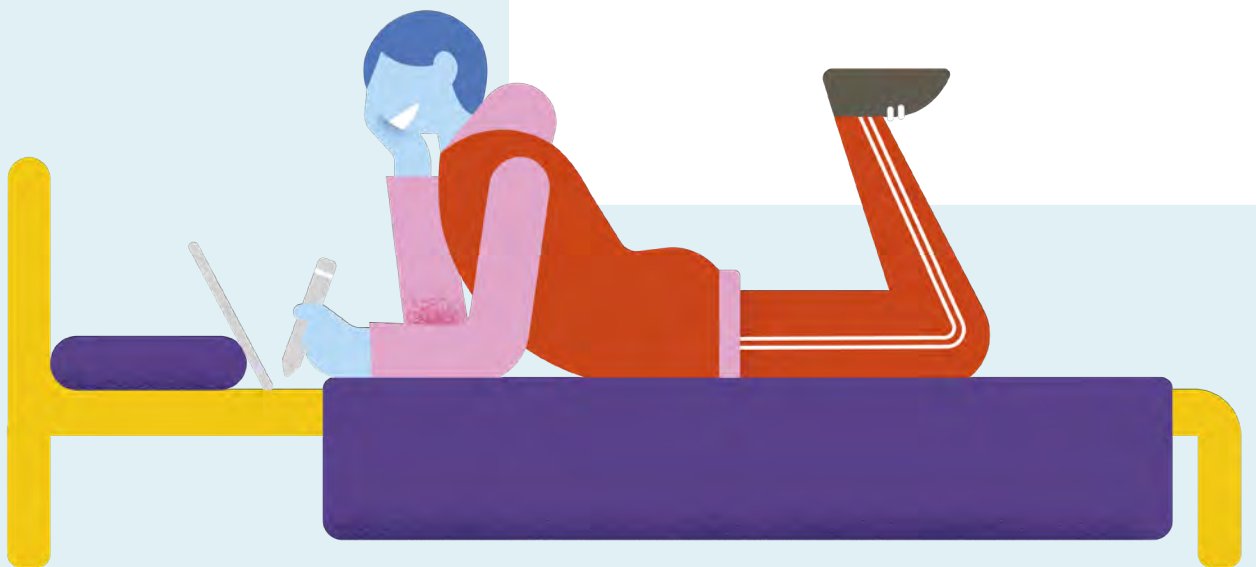
It is not acceptable to expect children to know how to find us, it is our responsibility to tell and show them. Our mission statement firmly calls on all of us in ISPCC to be active in ensuring that every child knows how to reach us when they need us. We know that with every engagement we create a positive impact, so this mission challenges us to be more accessible by exploring new ways and means for children to connect with us, for any reason, any time.

# 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 2024 to 30 September 2025.

empathy

openness



- 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/](https://www.ispcc.ie/how-we-are-governed/)

# Our Current Strategy and Future Plans

This year we launched our new strategy, **Better, Happier, Safer**, which aims to build on the successes of our last one. It sets out in very clear terms our two strategic priorities of Reach and Impact.

During the development of this new strategy, we confirmed our purpose, the reason why we exist, which is to protect childhood and ensure every child has the right to a Better, Happier, Safer life.

Our **Reach** priority seeks to ensure that every child knows we are here, for any reason, any time. Central to this is the scaling of our digital channels to maintain relevance with our core audience - children and young people. More children continue to engage with us through our digital services, and it is pleasing to see our national health services recognising our innovative services as part of the solution to supporting children.

The **Impact** priority ensures that we make a tangible difference and be able to measure our work. We know that there are significant levels of anxiety amongst children, and we also know that the services we provide, whether digital or in-person, are effective in reducing this. We aim to ensure that every child knows how to reach us, and this requires us to be ever-present in their environment.

Underpinning these two strategic priorities are the four Must Wins, the areas of our work that we need to achieve to progress towards our vision of a Better, Happier, Safer childhood.

The first of these is **Financial Sustainability** but before we achieve this, we must reach financial stability. This year we have seen a second successive surplus in our financial performance which is testimony to the commitment of our people to support our strategy. As 70% of our funding is generated through active

engagement with the public, we must grow our income year on year to guarantee service continuity and to fund future innovations that support our Reach priority.

As we engage more with our national health services, we are seeing more support financially for our new digital services as we deliver proof of concept and the evidence to demonstrate real impact.

Secondly, critical to supporting our reach is national **Awareness** amongst children as the service user and the adult population to secure their ongoing support. This will remain a must win for us as more children will need our support services both current and as we innovate.

Our third must win is our **People**. We have a highly engaged workplace culture that enables our skilled and dedicated team to consistently deliver impactful services for children and young people. We must continue to support our people with our flexible hybrid working environment and ensure the skills needed to deliver on our vision.

Lastly, our **Innovation** must win is critical to ensuring we maintain relevance with our audience. We are ambitious in our pursuit of new service innovations and the use of technology to enable this. These include new technologies such as **GroSafe** and **nLight** that will help us do our work better and help protect children. We have already introduced new innovative digital services such as our online CBT programme called Space from Anxiety that delivers significant support for children with low to moderate anxiety and increases our reach.

We are committed to evolving our Childline service offering through increasing access points for children and this will mean new interventions mainly in the digital and online space.

The learnings and insights from our Childline data continue to shape the design of our Childline services.



## Our Future Plans

As we enter year two of our new strategy, we can continue to build on the success of our cultural and digital transformation of the organisation. The coming year will be an important one to expand our reach and bring impactful services to more children. This will be achieved through scaling of our full 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.

Our services will remain focused on prevention and early intervention to support children, families and communities in strengthening their coping capacities. Key to the coming year is understanding the role Artificial Intelligence (AI) plays in positively supporting children and how we adopt this within Childline.

We will continue our activity to increase awareness of our services with the intention of ensuring that children and young people are firstly aware of the support available to them, but more importantly this time, the impact that our services can have on their varied needs.

Continuing to conduct our work under the strictest governance measures that we have

developed, as well as ensuring we grow from being financially stable to sustainable are important must wins this year and beyond.

### This will be realised by:

- Consistently promoting Childline's 24-hour listening service so that more children access this vital service.
- Enhancing the experience of visitors to Childline.ie which has been repurposed into a digital ally for children and will ensure a more impactful visit.
- Conducting intensive user research and 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 has seen us create a more financially stable organisation. We now focus on creating more income certainty and continuing our prudent expenditure management so that we can invest in more innovative services. By doing so, we can move closer to realising our new vision of a Better, Happier and Safer childhood for all.

# Childline Listening Service

## Who we are

In a world where young people increasingly seek instant communication and immediate connection, the Childline listening service is a service that can provide this 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. The service is to ensure that every child has someone to listen to them, believe and support them when they need it most.

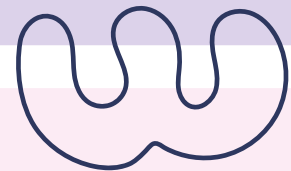
The service also provides the National Missing Children's Hotline (financially supported by the Department of Children, Disability and Equality) and the European Helpline number. All these services are free to the service user.

The service provides strong impact, based on the input of three very important groups:

Young people, volunteers/staff call facilitators and unit managers.

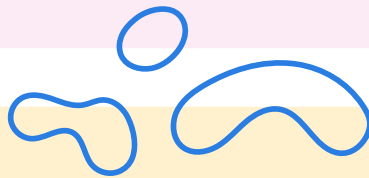
## Young people

are the heart and central focus of everything that Childline does. The service empowers young people to have immediate access to express themselves, seek advice and explore solutions in a safe and supportive environment.



## Volunteers

form the backbone of Childline, offering empathy, time and commitment to ensure every young person's voice is heard. They are trained to listen actively and respond sensitively to each caller's unique needs.



## Unit Managers

provide essential leadership and oversight guiding and supporting volunteers while ensuring the highest standards of care and professionalism.

## Key Insights

# 17,652

individual users responded to the Childline Listening Service between October 2024 and September 2025.



## 94%

response rate achieved for all contacts received.



## 31,246

online chat conversations completed.



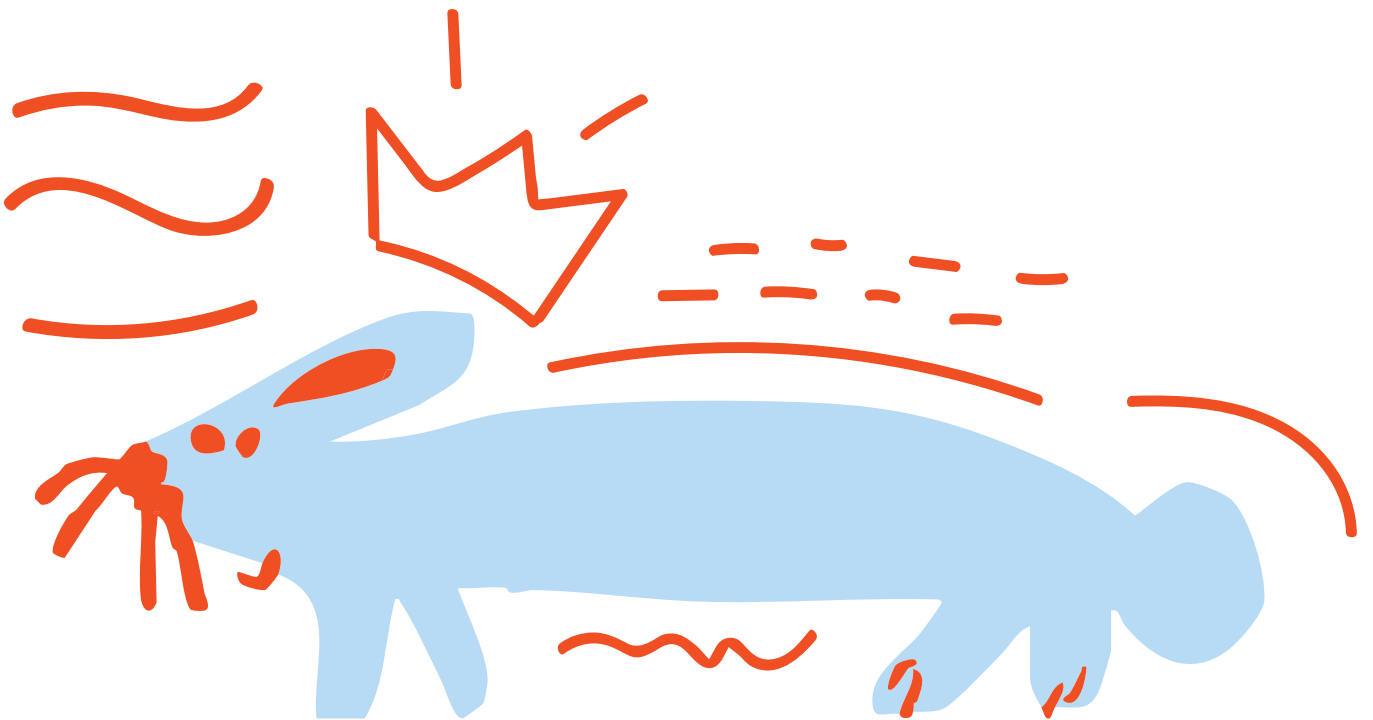
## 76,742

phone conversations handled during this period.



## +1,852

increase in users compared to the previous year.

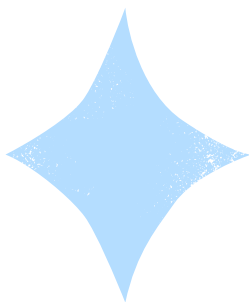


## Key Achievements



A key achievement over the past 12 months has been the reduction in missed contacts from children to Childline. In 2024/2025 we missed 6,800 contacts, which is a reduction of 10,000 contacts from the previous year. We achieved this through our enhanced data insights and utilising this information for resource allocation.

All staff call facilitators and volunteers had multiple opportunities to participate in a series of Continuous Professional Development sessions. These sessions were hosted by our Listening team in collaboration with a range of Non-Governmental Organisations and statutory partners. Through these joint learning events, our teams strengthened their understanding of emerging trends, legislative developments, and the evolving needs of the communities that engage with our service. This ongoing investment in professional development ensures that our practice remains informed, responsive and aligned with current best-practice standards.



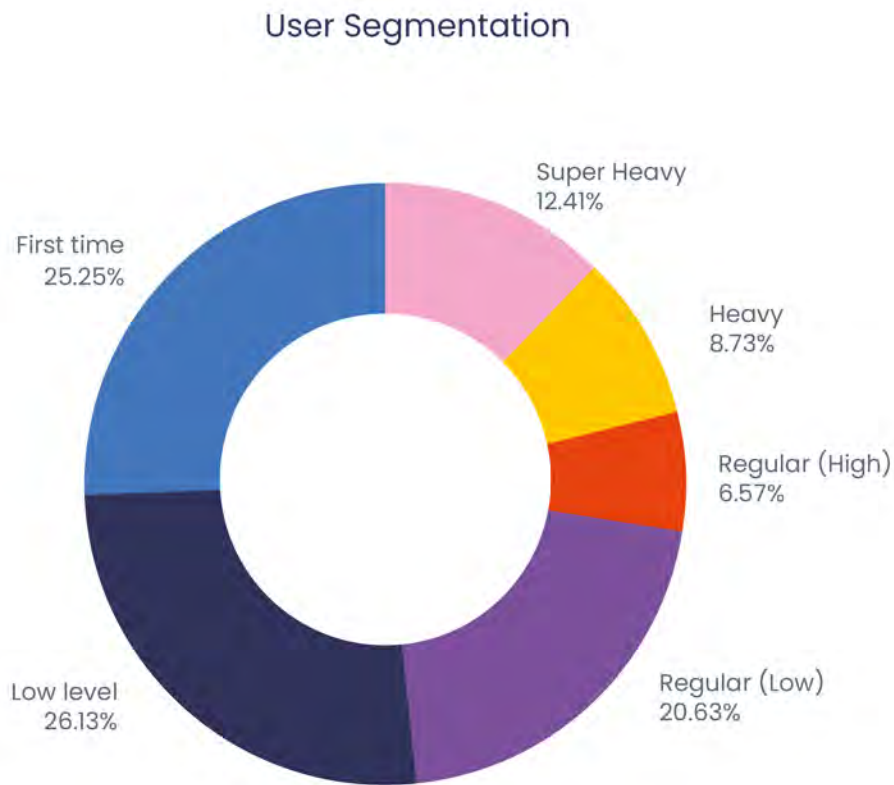
Through Childline Listening's membership and ongoing collaboration with Child Helpline International (CHI), Dr. Finnian O Cionnaith, Data Insights Lead with the ISPCG represented our team at the 11th International Consultation of Child helplines in Livingstone, Zambia. This engagement elevated the profile of the Childline Listening service and the ISPCG, placing our work on an international stage.

Participating in this forum strengthened our connections with the global child protection sector, showcased our commitment to best practice listening support, and highlighted the innovative approaches used within our service. This recognition reinforces the value of our work and enhances our capacity to engage in international knowledge exchange.



## Service Users

During 2024/2025 we completed some data insights to gain a clearer understanding of our service users. This user segmentation work revealed a clear breakdown of engagement levels across different categories, highlighting patterns in frequency and intensity of use.



First time Users (25.25%) and Low-level Users (26.13%), indicates a strong influx of new and occasional users of the service. Regular (low) users account for 20.63% reflecting a consistent but moderate level of interaction.

At the higher end of activity, regular (high) users represent 6.57% while heavy users comprise 8.73% demonstrating a stable base of frequent, returning users. The super heavy segment 12.41% signifies a highly engaged core audience that engages with the service on a regular basis throughout the year.

Overall, the distribution suggests a healthy mix of new and regular users, with opportunities to convert low level and first-time users to more regular interactions with the Childline service when they need this support throughout their childhoods.



## 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. Mental and emotional health and family relationships

being in the top three areas discussed over the past four years. Interestingly, 35 percent of all conversations with Childline over the past 12 months have involved a mental health component.

Year: 21/22	Year: 22/23	Year: 23/24	Year: 24/25
<ul style="list-style-type: none"> <li>• Family relationships.</li> <li>• Mental/emotional health.</li> <li>• Everyday life - hobbies and interests.</li> <li>• Friendship and peer relationships.</li> <li>• Sex, relationships and puberty.</li> </ul>	<ul style="list-style-type: none"> <li>• Family Relationships</li> <li>• Mental / Emotional Health</li> <li>• Friendship/Peer Relationships</li> <li>• Sex, Relationships &amp; Puberty</li> <li>• School/College/ Education</li> </ul>	<ul style="list-style-type: none"> <li>• Family relationships</li> <li>• Mental and Emotional Health</li> <li>• Friendship/peer relationships</li> <li>• Sex, relationships and puberty</li> <li>• School/ College/ Education</li> </ul>	<ul style="list-style-type: none"> <li>• Mental and Emotional Health</li> <li>• Family relationships</li> <li>• Friendship/peer relationships</li> <li>• Sex relationships &amp; puberty</li> <li>• School college and Education</li> </ul>

### Ask the Team (formerly Ask Alex)

In this service the Childline team 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.

In 2024/2025 Ask the Team received 1,286 questions achieving a turnaround time of question posed to response published of 0.3 days

## Our volunteers

Childline Volunteers continue to be the heartbeat of our service ensuring that children and young people across Ireland always have someone to listen, support and care. Their contribution is both immeasurable and indispensable to our mission. Every day and night, 365 days a year, volunteers give their time and empathy to ensure that no child has to face their worries alone. Whether responding to calls, online chats or supporting clients involved in our digital mental health programmes, they provide a safe and understanding space where children can talk.

Every conversation contributes to building trust, safety and hope among children and young people across the country. Many of our volunteers play an active role in supporting fundraising initiatives in collaboration with our community Fundraising team.

We are privileged each year to celebrate and show appreciation for our volunteers. This year we were especially grateful for the generous support of “House Dublin” and “House Limerick” who kindly donated their premises, food and refreshments to host our volunteer appreciation events. Their generosity made it a truly special occasion for those who give so much of their time and care to Childline.



Cork, Dublin and Drogheda Volunteers



Limerick and Galway volunteer Team at volunteer appreciation event held in House, Limerick

### In Memory

At the start of the year, the entire organisation came together to honour the dedication of former National Childline Listening manager Ms. Margie Roe. It was a heartfelt gathering of her family and the colleagues who had known and worked with her throughout her time with the ISPC. Following her passing, the ISPC moved its headquarters to Harbour Square in Dun Laoghaire and acknowledged her lasting contribution and memory through naming the therapeutic room the “Margie Roe” room in her honour.



Margie Roe



## Case Studies

Due to the nature of our listening service, we cannot always produce traditional case studies. Confidentiality is fundamental to the trust established between our volunteers and the young people who contact us. Many young people reach out during moments of acute vulnerability and the assurance that their identity and experiences will remain private is essential to create a safe and supportive environment.

Volunteers frequently observe meaningful emotional shifts within a single interaction, for example a young person who begins a call in distress may conclude the conversation with a sense of relief, calm or even restored positivity.



# Statements of sentiment

Direct written quotes from young people

**" I want to say thank you to (Volunteer Name), they saved me and my brother"**

**"thank you (volunteer name) for listening and helping me out"**

**"thanks for listening and just saying you care I'm gonna go now cause its been a while but thanks, talking helps". Thanks, (Volunteer Name) "bye your a really nice person for doing this so thanks goodbye"**

# Community Engagement and Parenting Supports

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

As presented in the accompanying chart, 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
- Webinars

**69,274**

children, parents and professionals engaged by the ISPCC Community Engagement team in 2024/2025, with support from all departments

**65,526**

children reached

**2,233**

parents and carers supported

**1,515**

professionals engaged



## Smart Moves

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

Over 90,000 students across Ireland have engaged in the Smart Moves school transition programme since it was launched in 2021, and the reach of this programme continues to grow.

This year saw 814 schools and school completion sites engaged with the programme across the country, with a reach of over 43,000 students in the past 12 months alone.

Our relationship continues to develop with school completion projects, ensuring that the programme reaches the children most in need of transition support. Over half of all School Completion Projects are now on board, and this year saw 4,700 students involved. This has grown from approximately 600 students the previous year.

# 90,000+

students engaged in the Smart Moves programme since 2021.

# 814

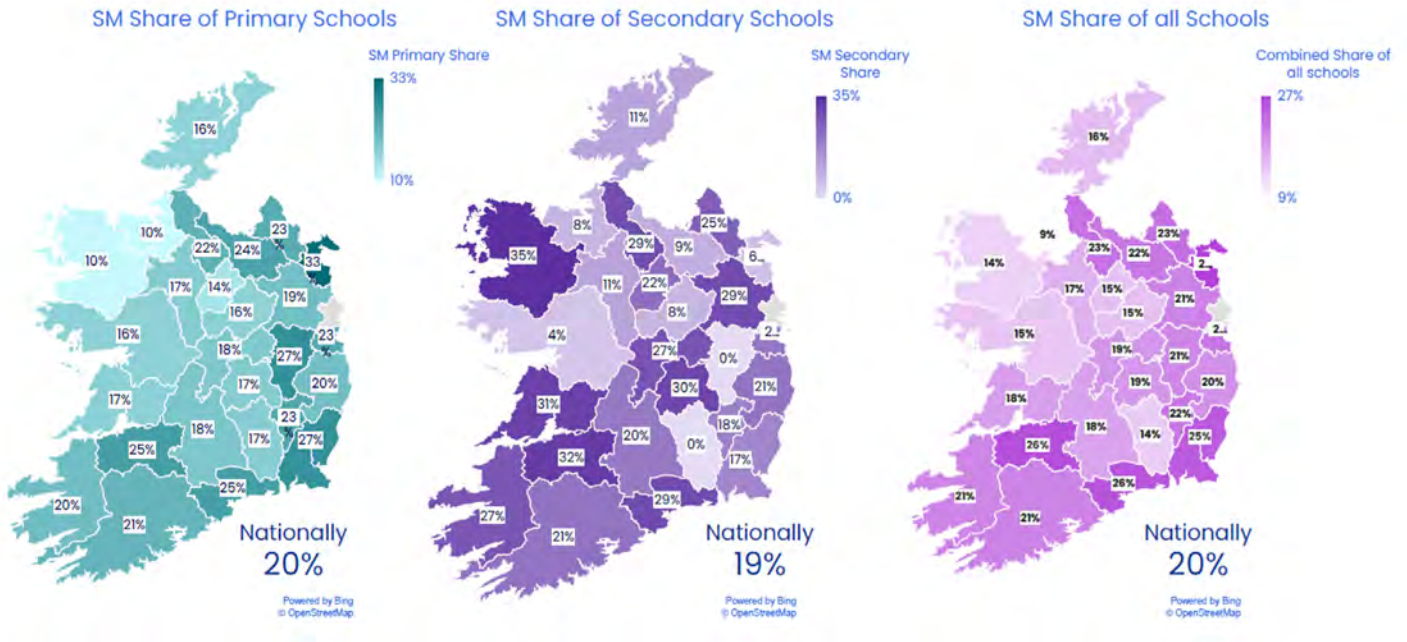
schools and school completion sites reached this year, supporting 43,000+ students.

# 4,700

students involved through School Completion Projects — up from 600 last year.



# National Reach



**20%** of schools are now engaged nationally with the programme, and the programme continues to grow in popularity with students and teachers alike. It is hailed for being easy to deliver, student friendly and encouraging open conversations within classrooms across the country.

This year saw a concerted effort to increase engagement with our evaluation feedback form. This resulted in hearing back from 346 facilitators.

When asked if Smart Moves is helping my students with the transition:

# 97.7%

overall positive ranking given by respondents to this programme



# Facilitator Feedback

**“We could see children’s confidence grow and there was a visible reduction in anxiety about the move to secondary. The programme addressed worries pupils had about routines, making friends and having more than one teacher. Children were relieved after the programme and felt ready for the transition. ”**

**“Teachers, parents and students see the huge value in this programme in helping children with the transition to secondary school. It addresses the issues of changing friendships, new surroundings, emotions etc.”**

**“very user friendly, suitable for all levels of 1st year, students liked the activities, has all the steps needed to introduce students to their transition to secondary school. ”**

**“It is very child friendly. The children really enjoy the discussions and filling out the student booklet. It has helped the children realise that everyone has fears and worries around the transition. ”**

**“Smart Moves provides helpful advice on transitioning to secondary school. The activities are engaging and make it easier to understand important topics like managing stress, making new friends, and handling challenges. ”**

**“Practical advice, pupil & teacher friendly programme, it encourages teamwork and communication through group activities, it builds self-confidence and resilience in young participants. ”**



# Student Feedback

**"it was very relatable and easy to manage "**

**"We get to talk and engage in a fun way "**

**"I learned how to manage my homework and hobbies "**

**"I liked that it tried to help us move into the school better "**

**"the lessons were fun and help with my emotions and expressing my feelings "**

**"I liked how I got socialize more with my classmates"**

**"I liked the fact it made me calm and relaxed about moving to secondary school"**

**"It was fun and I learned loads about different people "**

**"I liked that you can share your ideas into the workbook and that you could check back up on them anytime!"**

## Shield

In 2024/2025, the Shield Anti-Bullying Programme continued to empower children and young people to create safer, more inclusive environments in schools and communities nationwide.

This year, **4,781** children and young people benefitted from this programme through newly registered organisations, bringing the total reach since the programme's launch to 58,035 across 195 organisations.

A key achievement in 2024/2025 was the redevelopment of the Shield programme to be delivered as an e-learning psycho-educational programme. This new e-learning programme will allow professionals working with children and young people to complete ten interactive modules aligned with the Shield Statements. Each module will include downloadable learning materials, reflective activities, and quizzes that test understanding. Participants who complete all modules will receive a Certificate of Achievement, recognising their competency in anti-bullying knowledge and practice.

This digital learning platform will be available in 2026 and will enhance accessibility for schools and youth organisations, streamline delivery for professionals, and ensure that high-quality anti-bullying education is available to every community.

Thirty-seven organisations are currently preparing for re-registration after two years of active participation, demonstrating sustained commitment to embedding anti-bullying values within their settings.

## Impact of the Shield Programme

Feedback from schools continued to show the positive difference Shield makes:

"The Shield visit went down so well – the next day, so many people said how much they got from it. We now have an anti-bullying committee too." – Skerries Community College.

"We involved parents and staff this year. The programme teaches students to stand up and help someone – that has made a real difference in our school." – St Brigid's National School, Limerick.

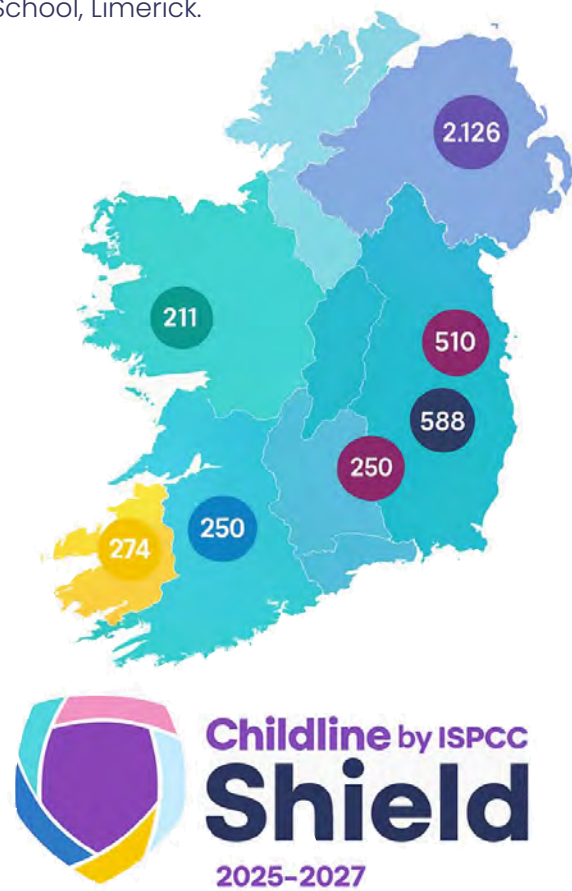


Figure 1. Distribution of Shield Centres across Ireland, 2024/2025 – 7,236 children and young people reached

## Childline Outreach Programme

Our Outreach programme brings information about Childline's services to schools, community groups and large exhibitions throughout Ireland. A total of 7,584 children, parents/ carers and professionals engaged in face-to-face and virtual outreaches delivered. The number of participants engaging in outreaches continue to grow each year.



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

**"I think it was amazing, just the thought of a 24/7 website where it can just help you let out some bad feelings or need to get something off your chest is perfect"**

**"I think that it's really good that young people can call someone who cares"**

**"I love the idea and I really admire all of the work that's put into maintaining ISPCC and keeping it a safe space. I would 100% recommend it to someone!"**

**"I think it's very important to talk about mental health. And I'm happy that the school let's students know of the help that's available, even if people may just want someone to talk to"**

**"I thought that it was good and that it's an amazing idea to have somewhere that a child can go to speak to someone"**

**"I thought they were very knowledgeable and passionate about their jobs and making sure mental health is better for everyone"**

## Workshops

The highlight for the Community Engagement team in 2025 was bringing two virtual Mindfulness workshops to national schools across Ireland with a reach of over 11,000 primary aged school children engaging in these live workshops on a wet, windy Friday morning in January.

In addition to these live online workshops another eight in-person workshops were delivered by the Community Engagement team and Therapeutic Support Services. Our workshops focused on online safety, resilience, healthy relationships/ friendship and cyberbullying with a reach of over 726 participants.



## Parenting Supports

ISPC offers numerous supports to parents and carers, including our Parenting Hub, Support Line and live interactive webinars.

## Support Line

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

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

Calls relating to mental emotional health, family relationships, abuse, bullying and legal support have been the top call profiles over the last four years. This year we received 148 calls. 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.

## Ask Robyn

ISPC's Ask Robyn service which responds to a selection of questions around parenting received 52 questions this year. The top five topics related to family relationships, behavioural issues, online safety, mental emotional health and abuse.

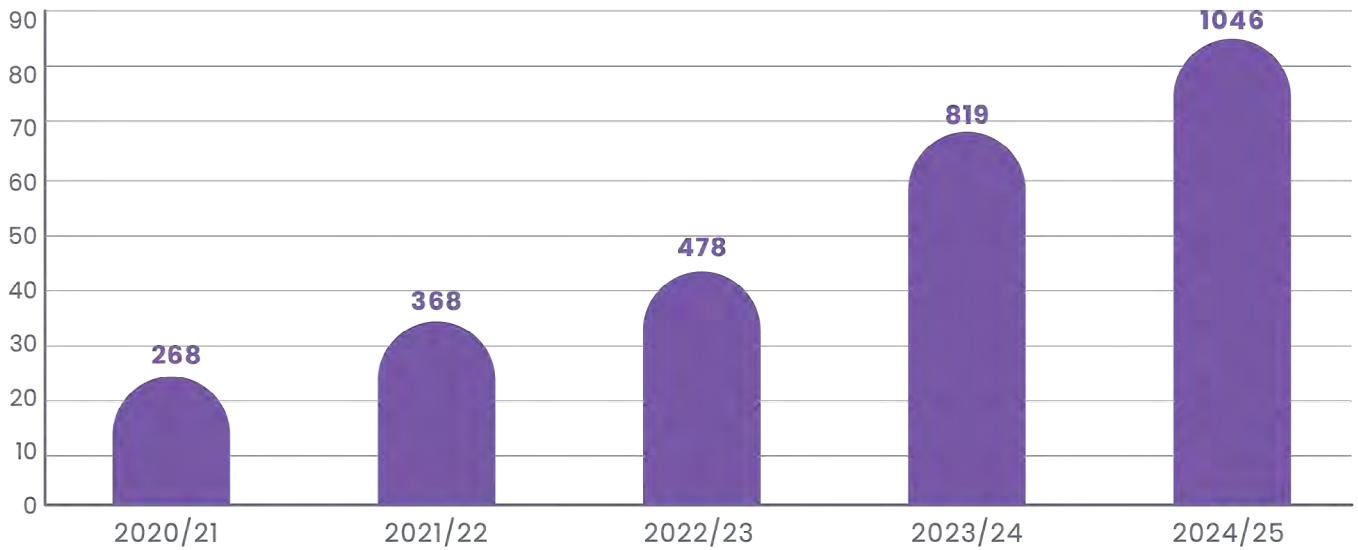
## Webinars

The Community Engagement team delivered nine live webinars with a total reach of 1,046 participants with 3,649 registrations across all webinars.

Our most popular webinars were:

- Online Harm - Protecting Children & Young People' - support to help parents understand more about the emerging online harm in today's world.
- Supporting Your Childs Transition to Secondary School
- Coping with Exam Anxiety - Support & Advice for Parents/ Carers.

## Growth in reach of webinars



### Online Harm

Protecting Children & Young People

**Date:** Tue, Sep 23rd  
**Time:** 7:00 PM - 8:00 PM  
**Venue:** Online event

**FREE**

ISPCC

Co-funded by the European Union

### Coping with Exam Anxiety

Support & Advice for Young People

**Date:** Thu, May 08  
**Time:** 7:00PM - 7:30PM  
**Venue:** Online event

**FREE**

ISPCC

### Supporting your child's transition to secondary school

**Date:** Tue, May 27  
**Time:** 7:00PM - 8:00PM  
**Venue:** Online event

**FREE**

Childline by ISPCC

# Childline Therapeutic Support Service (CTSS)

Our Childline Therapeutic Support Service (CTSS) teams work with children and young people (up to 18 years of age) and their families across Ireland. We provide children with one-to-one therapeutic support when they are experiencing difficult or traumatic times in their lives. 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**
- 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.



## 100%

Service Satisfaction Rate from parent & child feedback following full intervention support

## 679

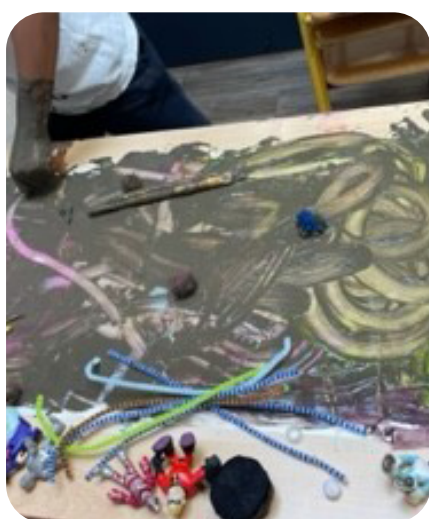
Individual Clients

## 9969

Therapeutic Contacts

## 5320

Therapeutical Sessions



We provided therapeutic support interventions to a total of 679 clients in the past 12 months. This represents an 8.4% growth in reach from previous year. This growth in reach is due to expansion of service within International Protection Accommodation Services centers in Louth, Cavan, Monaghan and Clare and also expansion of our provision of Non-Violent Resistance (NVR) support for parents nationally.

We delivered 9,969 therapeutic contacts representing a 37% increase compared to previous year. We delivered 5,320 therapeutic support sessions in 2024/2025 again delivering an increased reach of 11.7%.

A total of 58 (51 in 2023/2024) children and young people benefited from our tracking service where we follow up with a young person who finished their support work with us six months previously. From this tracking, 15 (19 in 2023/2024) clients received additional “Top up” support while 19 (16 in 2023/2024) clients received a brief Intervention.

As well as the direct work with children and families throughout the year, the CTSS team is heavily involved in working collaboratively with other organisations both statutory and voluntary to ensure best possible outcomes for the families we serve.

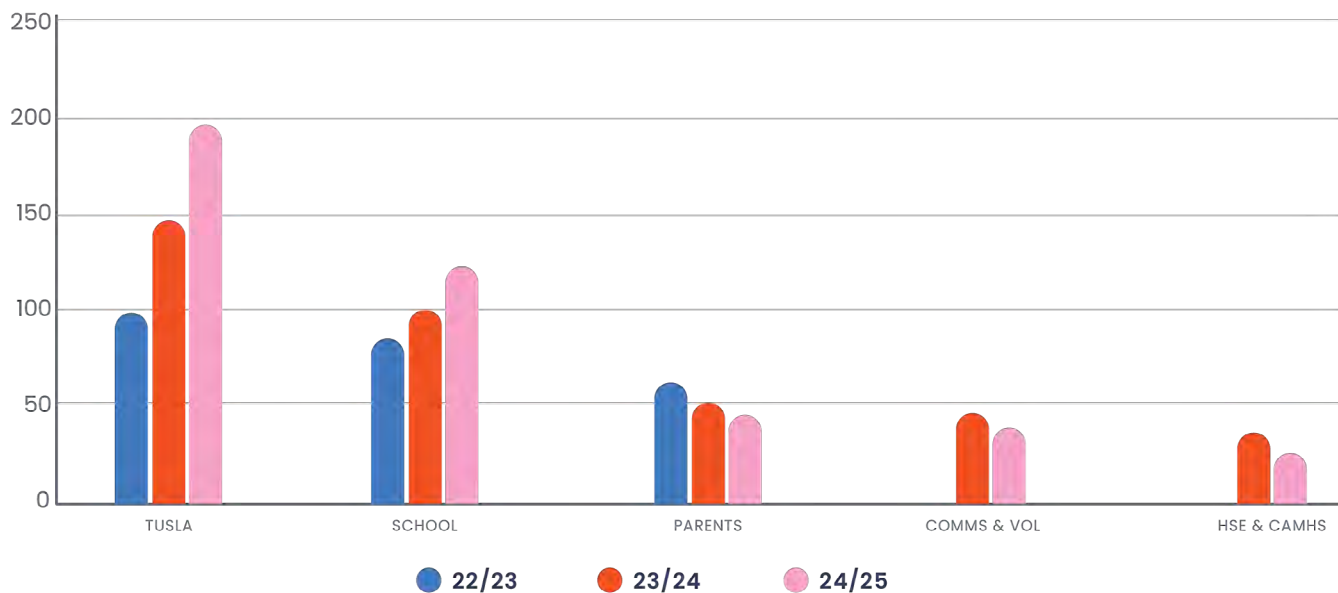
Our team attended 258 Network Meetings nationally and 220 Meitheal/Child Protection Meetings.

Service Area	Number of Individuals 22/23	Number of individuals 23/24	Number of individuals 24/25
<b>Full Intervention cases opened 2024/2025</b> (New clients receiving full intervention engagement through to case closure during 2024/2025)	342	380	374
<b>Low Level Engagement Cases</b> (Initial assessment, opening sessions/contact)	-	94	107
<b>Medium Level Engagement Cases</b> (Assessment/partial intervention)	-	34	20
<b>Carry Over Cases</b> (from 22/23 who continued to receive a therapeutic intervention)	18	32	86
<b>Tracking Cases</b>	97	51	58
<b>Top Up Support Cases</b> (1-2 sessions)	16	19	15
<b>Brief Intervention Cases</b> (4+ sessions)	20	16	19
<b>IPAS centres</b> (Children and Families in IPAS centres receiving targeted therapeutic support)	20	*46 *(included in 380 above)	45* *(included in 374 above)
<b>NVR Cases</b> (Parent receiving Non-Violent Resistance Programme)	-	-	43* *(included in 74 above)
<b>Total Cases for 2024/2025</b>	<b>513</b>	<b>626</b>	<b>679</b>

## Referrals to the CTSS Service 2024/2025

The CTSS service received 630 referrals in 2024/2025 (12.1 percent increase from previous year). The top three referrers to the service were Tusla, Schools and Parents. This remains in line with previous years.

### Top Five Referral Sources



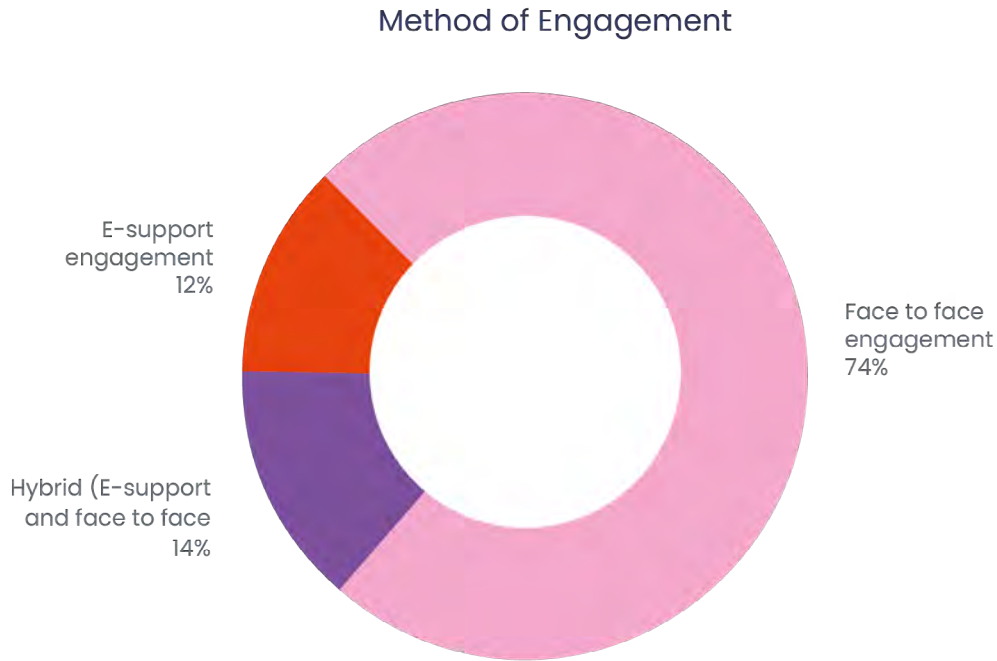
## Reason for Referral

The reason for referral has remained very similar over the past four years. Low self-esteem and anxiety remain in the top three reasons for referring to the service.

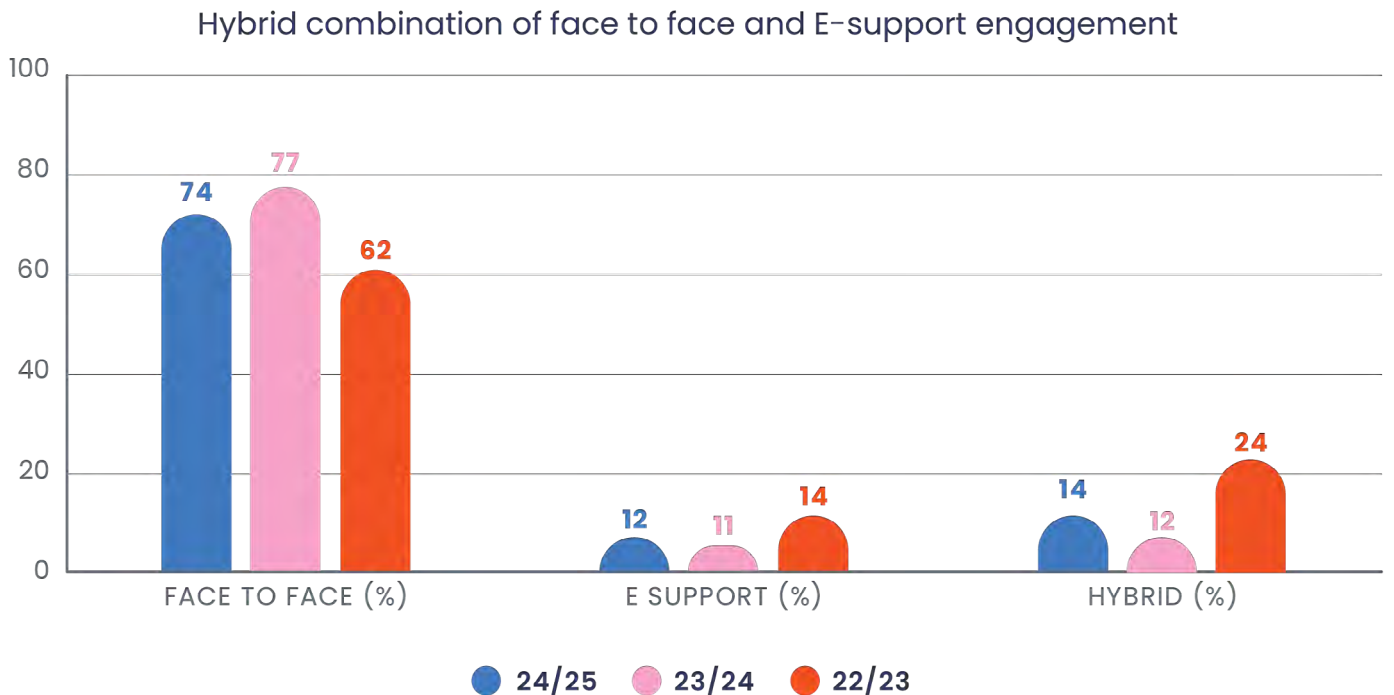
Reason for referral	2021/2022	2022/2023	2023/2024	2024/2025
1	Behavioural Issues	Anxiety	Low self-esteem	Behavioural Issues
2	Difficulty Coping	Low Self-Esteem	Anxiety	Anxiety
3	Anxiety	Difficulty Coping	Behavioural issues	Self-Esteem
4	Child / Parent Relationship	Behavioural Issues	Difficulty coping	Difficulty Coping
5	Low Self-Esteem	Mental Well-being	Mental well-being	Mental Wellbeing

**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 clients as an option for engagement and this was chosen by 26 percent of all clients.



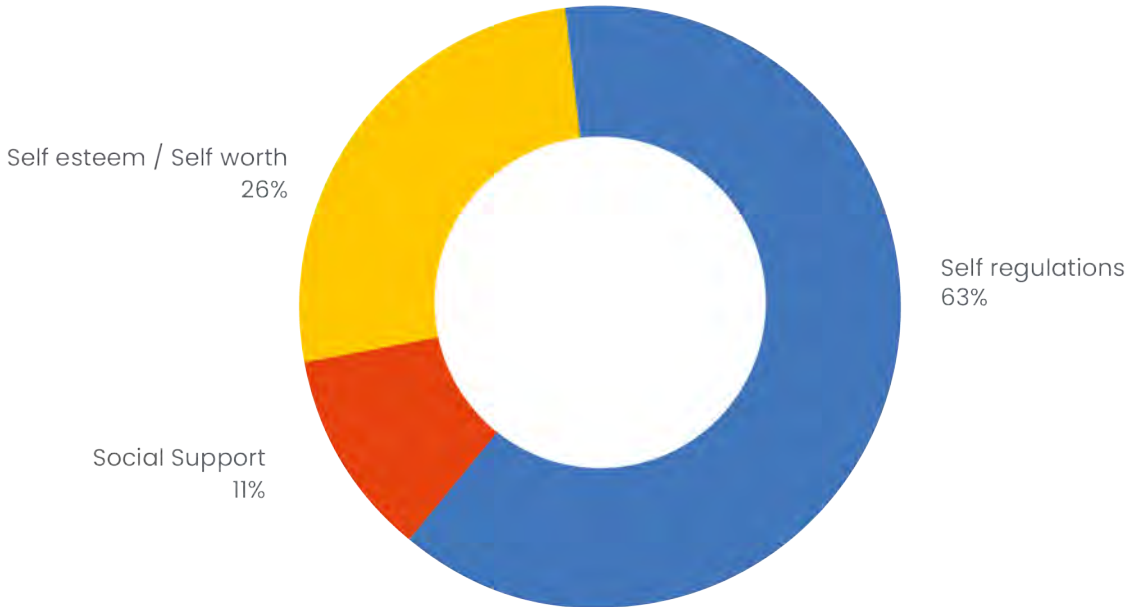
When comparing the take up of e-support and hybrid options within the therapeutic support service over the past three years, we have experienced growth in demand in these areas (increase of 3%) over the past year. We believe that it is very important that clients are offered choice in the way in which they would like to engage with our services.



## Outcome Areas

Over the past 12 months much of our work in therapeutic support services focused on self-regulation (63%), followed with Self Esteem (26%) and Social Support being the focus of 11% of cases.

Outcomes Area



## New Services/Projects Introduced in 2024/2025

In 2024/2025 we were delighted to be able to introduce new services to the Therapeutic Support suite of services

### Non-Violent Resistance Programme expansion 2025

The Non-Violent Resistance (NVR) programme is designed for parents experiencing conflict, aggression or violence at home. The goal is to empower parents and give them the tools and practical strategies to handle challenging behaviour and restore safety and peace at home. It aims to destigmatise parents seeking support for child-to-parent violence in a non-judgemental peer setting.

In April 2025, we recruited a national NVR Coordinator. By introducing this national role and offering delivery of this service digitally, we can now offer this programme anywhere in Ireland, The addition of our national

NVR Coordinator, along with our Childline Therapeutic Support Workers (CTSWs) who have been trained in NVR delivery, has greatly impacted upon the life of families and the wider community and has also reduced waiting list times.

### Feedback from participants of the NVR programme

*"The house is calmer with regard to behaviour and daily issues due to information and support I got. It has helped me as a parent to handle things differently."*

*"Before when my child was angry, he would hit me. He is now much less aggressive and tells me/shows me when he is angry in different ways using words, facial expressions and gestures."*

*"Giving me the tools to separate the behaviour from the child and to understand the importance of the communication after the anger has passed. Stepping out of the ring has been invaluable."*

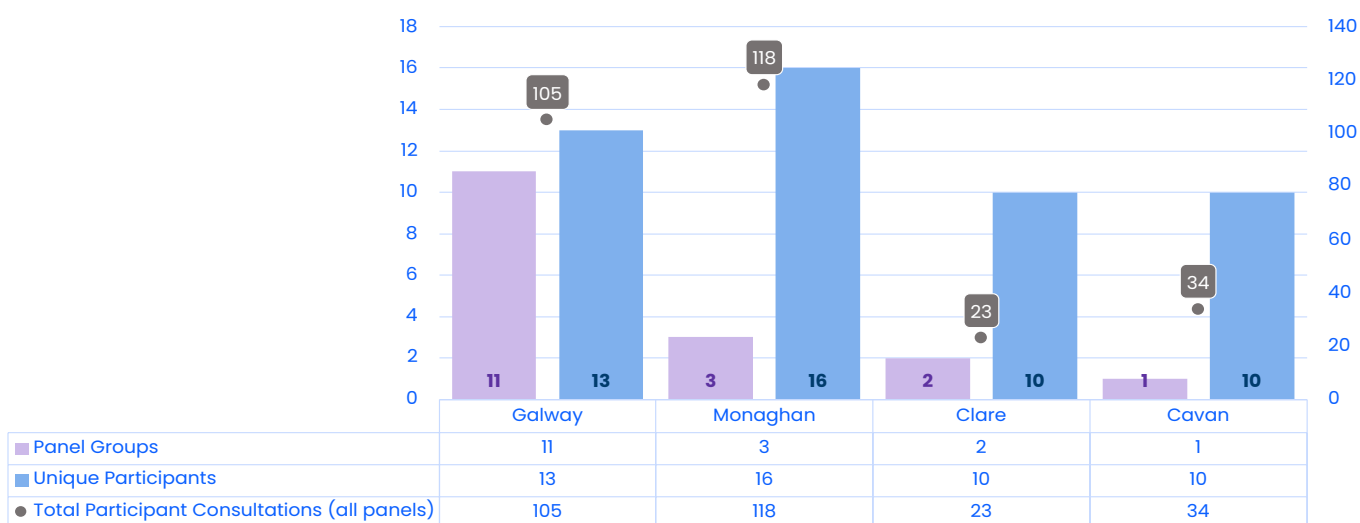
Youth Participation Panels



This year we are delighted to see further growth with our Youth Participation Panels.

In Co. Monaghan, we have established three panels operating across the county, with a combined membership of sixteen young people. The young people involved have undertaken several projects in the past year. This included impactful work with local nursing homes including Social Empathy work involving making “timeless teddy bears” for residents with dementia and also a flower planting project.

The groups were invited to numerous organisations to present on their work over the course of the year which was a great opportunity for the young people. The highlight of the year was our Ballybay group winning a TUSLA Youth Participation award which demonstrates a mark of excellence for the staff on how they ensure Youth Participation is at the centre of our work.



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 – group work programme**

This programme was delivered to Leaving Certificate students in Monaghan who sat their exams in June 2025. This groupwork helped the students learn various techniques aimed at reducing the stress brought on by exams. All students who participated reported benefitting from the programme.

### **Resilience animation**

In the summer of 2025 under our Cavan BounceBack Project a group of eleven young people were supported to create a resilience animation which was funded by TUSLA Child and Youth Participation fund and which made its debut at the collective Cavan Monagan Child and Youth celebration event.

### **IPAS Summer Programme 2025**

We facilitated two separate summer programmes within IPAS centres in the Summer of 2025.

The first of these was with a group of thirty children living in Abbey Hostel, IPAS Centre in Ennis. We co-facilitated a six-week programme with colleagues in Tusla, where more than twenty children attended each week. Each week a programme of activities was organised, and the children participated actively in all areas. Central to the summer programme was a Participation Project where the children looked at improvements that could be made to their lives while living in their IPAS Centre. The children then picked the top three things they would like to see happen. As a result, we were delighted to help facilitate the opening of a new playroom and games room in the Centre.

The second was made up of several workshops facilitated in Cavan along with colleagues in TUSLA. The ISPCC delivered some Theraplay learning sessions with parents of young

children. This was specifically for Ukrainian parents living in cramped conditions with little space to play.

### **Trauma Project Clare**

This project now in its third year, continues to offer support to practitioners working with children and families in County Clare. In February 2025 we held a very successful Brag & Steal event in Ennis which was attended by over 100 Practitioners. The event showcased the great work being done by services in Clare but also how practitioners can learn from each other. This event promoted new learning and evidence in Trauma Informed Practices which will benefit the children and families we work with in the area.



### Outcomes and Impact achieved within CTSS

Most referrals (57%) to the CTSS were classed as being at Level 2 Hardiker need. 36 percent were at Level 3 Hardiker need.

Service Impact measurement is a very important aspect of our service delivery. This commitment to receiving feedback and measuring outcomes and impact of our work enhances our ability as an organisation to build a highly responsive service which is reflective of young people's needs.

This impact is measured using standardised evaluation tools and our own What Works Outcome Evaluation Tool (Viewpoint). We also measure levels of change and use the Kirkpatrick level of Change model to present this information:

### Kirkpatrick Level of Change (KPL)

Level 1 change: Satisfaction with service and support received

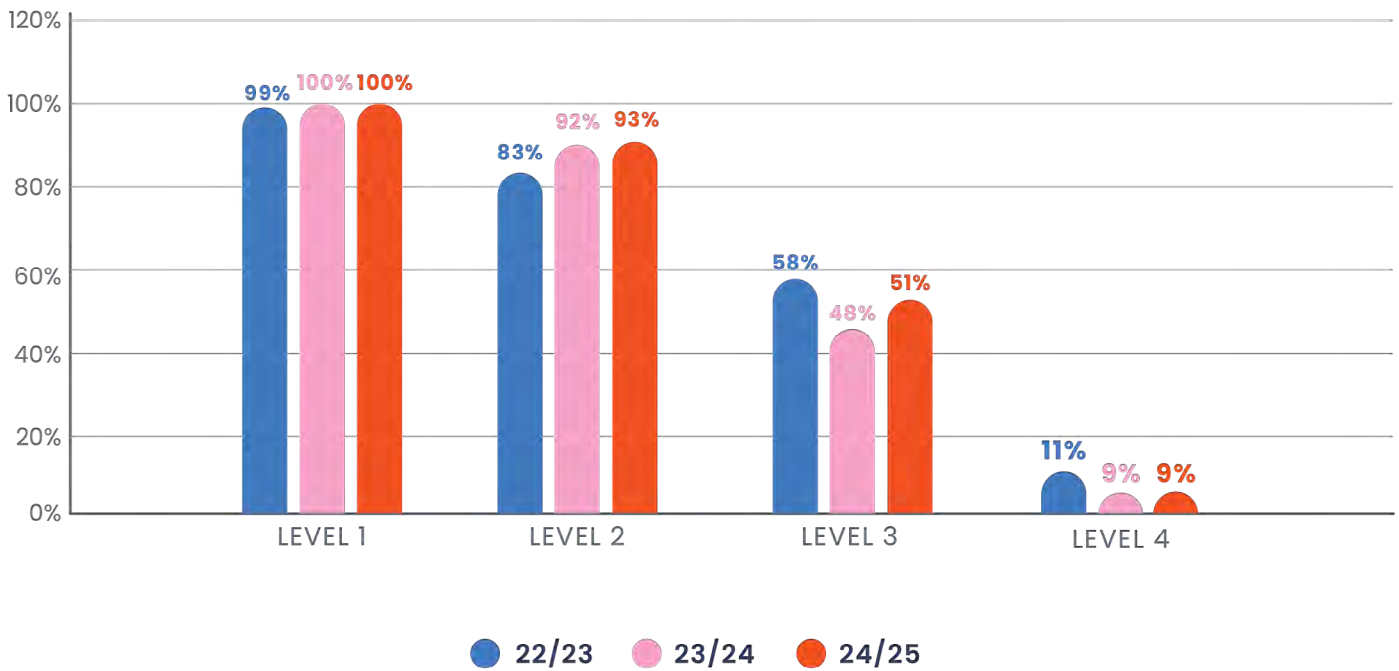
Level 2 change: Increased understanding of situation or issues being faced

Level 3 change: Behavioural change has occurred because of the intervention

Level 4 change: Community Level Change – Change achieved is felt within the immediate community.

The CTSS service has continued to achieve very high satisfaction rates from service users over the past three years. This year we have seen increases in both Level 2 and Level 3 Kirkpatrick level change outcomes, indicating further impact for children who benefited from enhanced knowledge and learning and behavioural change levels.

KPL Level Comparison 2022-2025





# Feedback

Our Impact: Service Users Words

"He started playing, smiling, and talking to people again." (Parent)

"He has gained an understanding of anger that he did not have before." (Parent)

"He does not want to hide his big feelings anymore... he tells me before the feeling overwhelms him." (Parent)

"It gave me hope that things can change... it helped us move together through a difficult period." (Parent)

"I really appreciated the fact that you listened to me, it really helped, I also wanted to let you know that the chat you had with [Son] really helped him to see how destructive his behaviour was. He came back and apologised, and we were able to repair and move on" (Parent)

"I learned I can't take responsibility for other people's actions" (YP)

"I learned to be kinder" (YP)

"I have a better relationship with my brother" (YP)

"I feel like myself now." (YP)

"A lot easier to talk about feelings now compared to the start. I know someone is there if I need to talk or need help." (YP)



# Feedback

Our Impact: Service Users Words

"There have not been any major meltdowns recently." (Parent)

"The relationship in the family home was impacted positively due to the level of support provided not only to the young person but also his parent." (Stakeholder)

"You helped me to learn respect. I learnt to use the traffic lights if I get angry. I liked blowing bubbles and taking deep breaths." (YP)

"The hard times seem better now" (YP)

"it's different compared to other support- you can do online sessions, where you dont have to prepare for the sessions which dont take a whole chunk out of your day. If there's a moment I need to talk to you I can just text you and ask for help rather than having to go to an office." (YP)

"The young person and their family received an excellent support from the ISPCC service. The parent and young person spoke very highly of the level of support and service received by the ISPCC service." (Stakeholder)

"It helped me feel safer around my mum" (YP)

# ISPCD DMHWBP

## Digital Mental Health and Wellbeing Programmes (DMHWBP): A Background.

We know there are significant levels of anxiety amongst children in Ireland, and we also know the DMHWBP service that we provide is effective in reducing the psychological distress associated with this issue.

Based on Cognitive Behavioural Therapy (CBT) and incorporating mindfulness practices, our digitally delivered DMHWBP service aims to provide young people and their parents/carers with the skills and techniques needed to effectively manage low to moderate anxiety

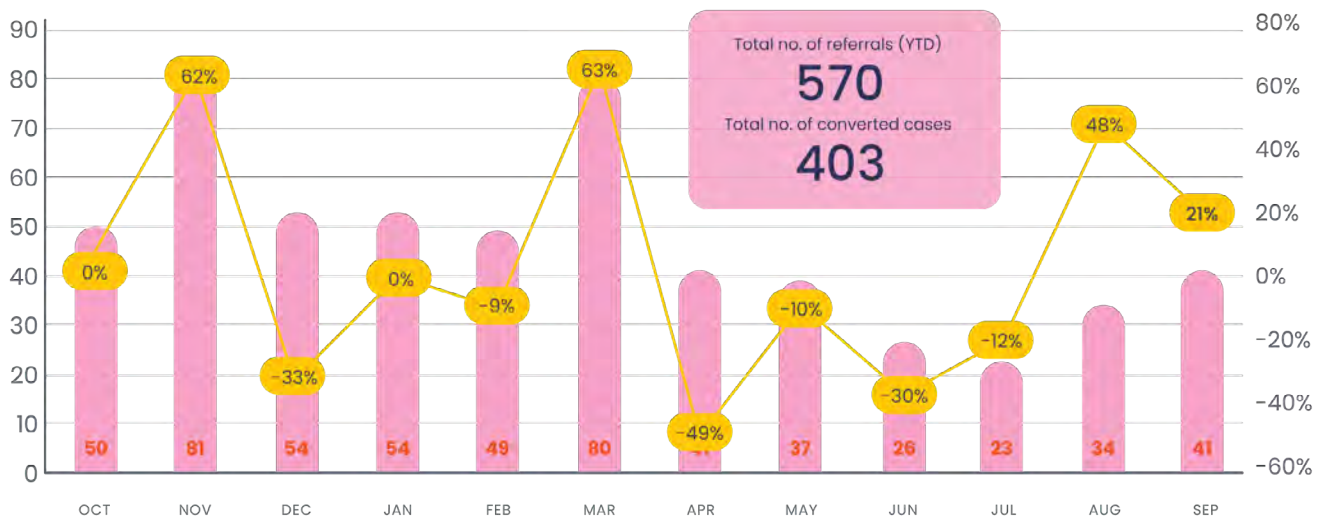
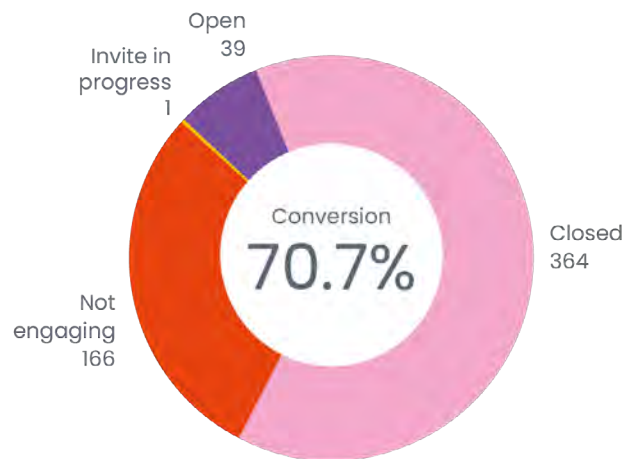
and to increase their wellbeing. Please visit our website for more information about this service.

We endeavour to ensure that every young person, parent/carer and relevant professional knows how to get in touch with us which will help us reach every young person with impact.

Referrals, Conversion Rates and Referral Sources:

The DMHWBP service received 570 referrals in this financial year, of which, 403 service users engaged in their respective programmes. We ended the year on a high note with a 70.7 percent conversion rate (from referred client to active service user).

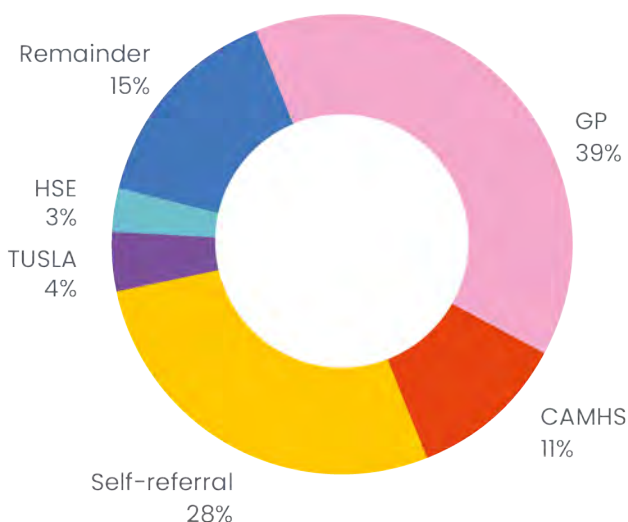
Referrals YTD & per month



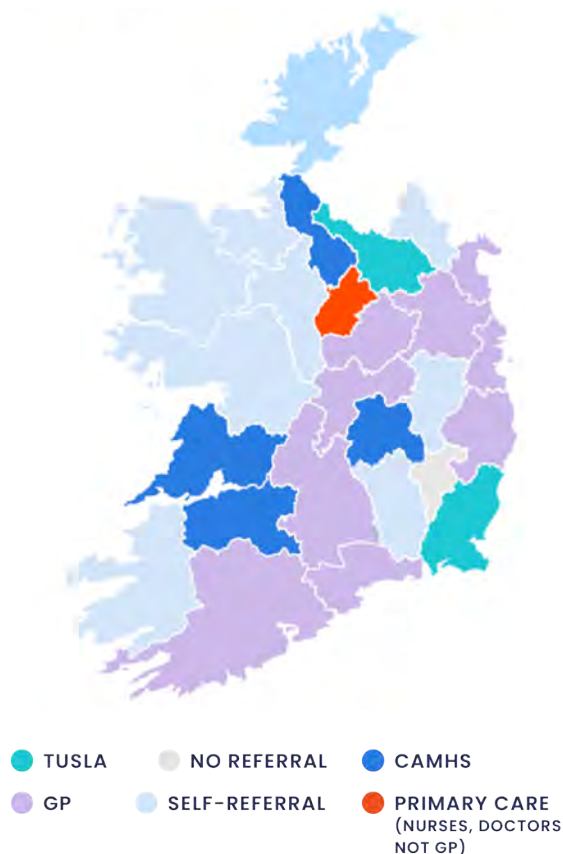
The DMHWBP service receives referrals from various sources throughout the country. Cumulatively, GPs, the Child and Adult Mental Health Service and HSE referrals make up 53 percent of referrals received in 2024-2025,

while self-referrals (parents/carers referring either themselves and/or their child into the service) accounted for 28 percent of referrals received.

### YTD Referral Source

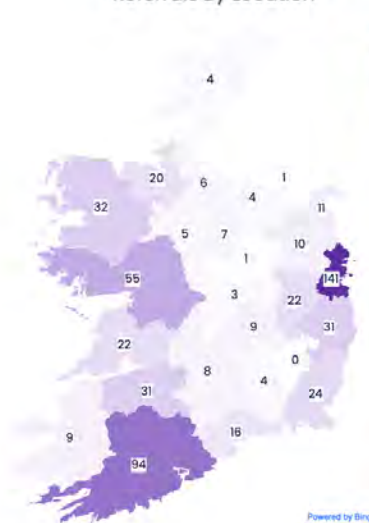


### Most Common Referral Source

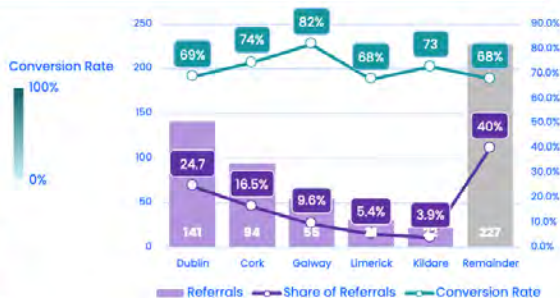
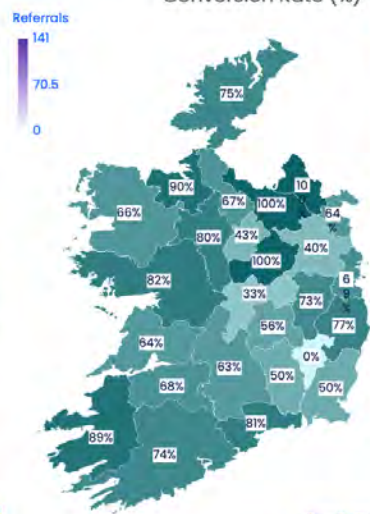


### Conversion by location

Referrals By Location



Conversion Rate (%)



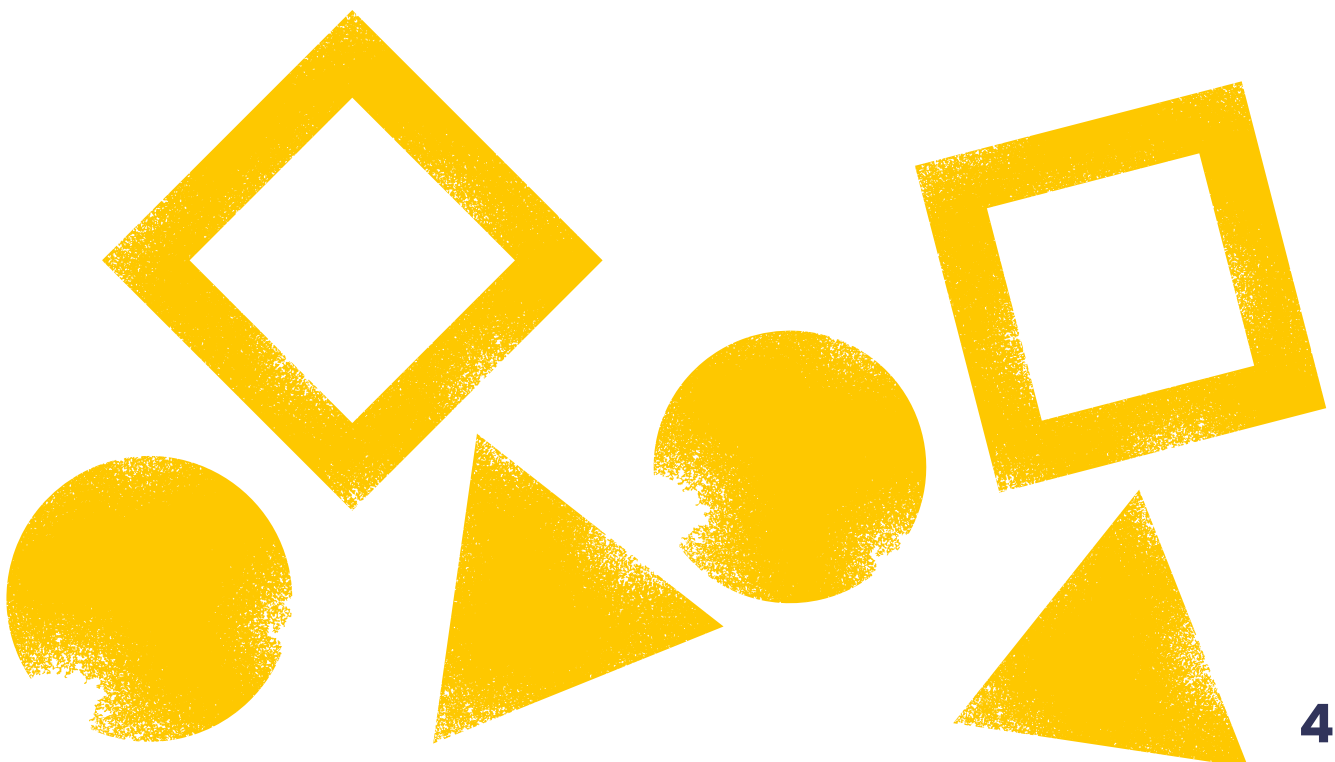
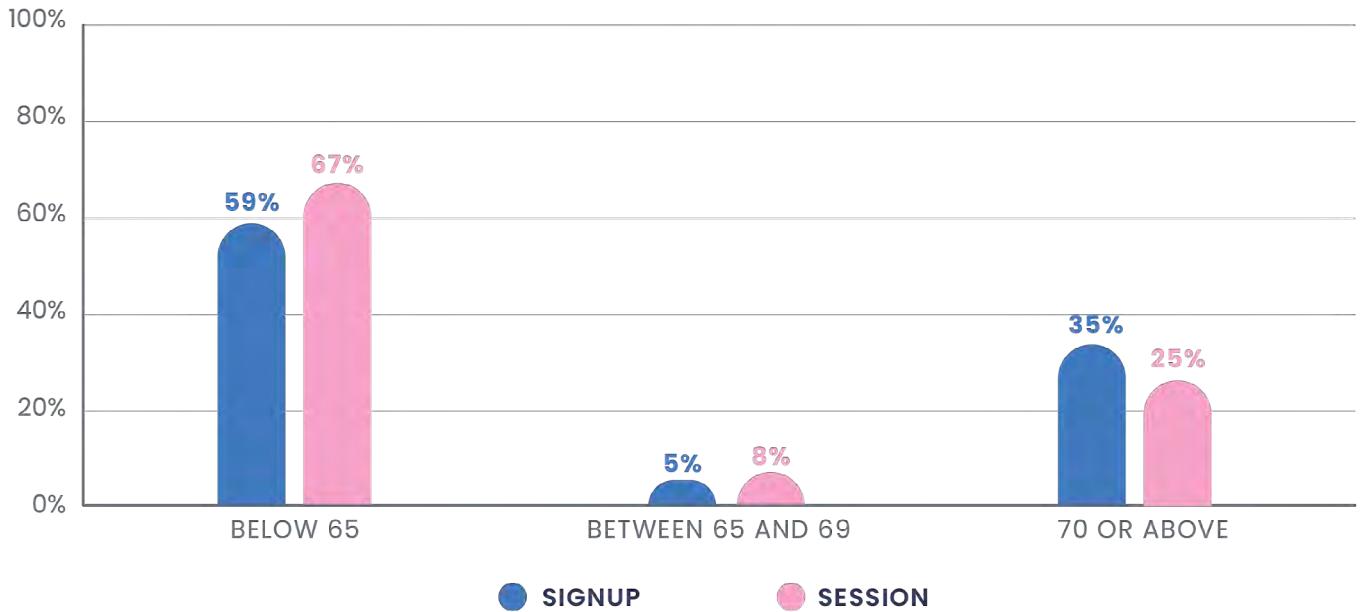
- Dublin (141), Cork (94) and Galway (55) are highest sources of referral per county. Of these three, Galway has the highest conversion rate (82%) compared to Dublin (69%) and Cork (74%).
- Conversion rates for the remainder of the country stand at 68%.
- No referrals have been received for Carlow, with Monaghan receiving its first referral in Sept 25.

## Outcomes and Impact

Using the RCADS47 (47-item self-report measure of anxiety) at three separate time points, we can measure our service’s impact. Based on data gathered from when the RCADS47 was first introduced on the 01 May 2024, to 30 September 2025, clients reported a significant decrease in their anxiety.

When starting their programmes, the percentage of clients who fell into the normal range of anxiety increased from 59 percent to 67 percent post-intervention. Of those who fell into the borderline clinical range, we see a three percent decrease and finally, those who fell into the clinical range of anxiety – 35 percent – we see a decrease of 10 to 25 percent.

RCAD Bracket Change: Signup to Session



## Client Satisfaction Rates

Service users can rate and give feedback for each module. In this financial year, we observed an increase of two percentage points amongst young people engaging in our service.

### Client satisfaction Rate by Programme



## Year Highlights

### 1) Increased Conversion Rate

Particular attention was paid this financial year to improving the conversion rate of referrals received to opened cases, resulting in a 20.7 percent increase from the previous year.

This was achieved by meticulous follow up in the form of Teams meetings, text messages and emails sent to young people referred into the Space from Anxiety programmes as well as individuals who had not yet responded to their invitations to sign into their programmes.

### YOY Conversion Comparison



- Conversion rates for 24/25 are at **70.7%** in YTD, 20.7% higher than the same time last year.



## 2) Positive Impact achieved with Service Users

### Case Study:

Michelle (name changed), a 15-year-old, seeking support to manage her anxiety, was referred into the Space From Anxiety programme by CAMHS. Her mother, Niamh (name changed), referred herself into the Supporting An Anxious Teen on the recommendation of CAMHS as well.

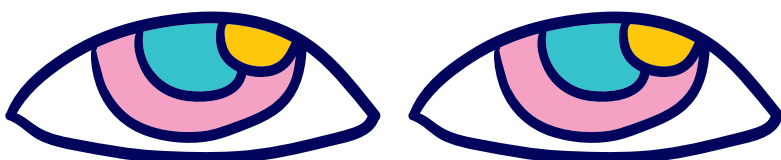
In a message to her Supporter, Michelle mentioned having “really bad anxiety”, that she had been “struggling to cope with new and some everyday situations” and that she sometimes experienced panic attacks. After completing the initial two core modules, Michelle was able to identify her anxiety triggers. Working through the subsequent core modules, Michelle used the Facing Fears Ladder (a Tool, based on the concept of graded exposure, designed to help young people attain goals and face fears), to outline ten steps to take to accomplish a goal regarding studying for exams.

Michelle had logged into the Space From Anxiety programme 104 times, viewed 144 pages of content (all the core modules and relevant mini modules unlocked by her Supporter) and worked on 27 Tools. Overall, Michelle found the Panic mini module most beneficial; she noticed that the number of her panic attacks had lessened and that the intensity of these attacks had decreased. Her RCADS outcome score indicated a significant reduction in her reported anxiety levels.

Niamh, Michelle’s mum, aimed to “try to learn how to help her [daughter] cope with her anxiety and move forward in life”. She noted that Michelle’s anxiety was affecting the entire family to some degree on a near daily basis.

Niamh found the “tips on keeping the anxiety more positive, very useful” and stated that she used this technique with Michelle the night before – regularly practicing the techniques is fundamental to the success of CBT. Completing the My Child’s Anxiety Tool, Niamh showed great insight into Michelle’s experience of anxiety and also what helps to keep her anxiety at a more manageable level.

Niamh noted several key messages that she took from the programme and rated each module as being interesting, relevant, helpful and supportive in terms of helping her reach her goals. Niamh logged in 35 times, viewed 104 pages of content and worked on 20 Tools. Her RCADS Parent outcome score indicated a significant reduction in her daughter’s reported anxiety levels.



### 3) User Experience of Programme

The following is a sample of in-programme client feedback taken from messages to Supporters and comments pertaining to particular modules. While names and genders have been removed, no changes were made to spelling or grammar.

Parent/Carer: Parenting Positively Module: This module has made me realise where I have been going wrong and what I need to put in place to help both myself and my child.

Young Person: Understanding Anxiety Module: It has really boosted my hope that I will get a benefit from this program

Parent/Carer: Panic Mini Module: I think this module is really excellent. I worked through it myself while child's name was busy, but I would like to do aspects of it with them so I have downloaded key parts of it. I think some of it is perhaps geared towards an older child, but I will try it out with them at the weekend.

Young Person: Low Mood and Getting Active Mini Module: It's simple yet effective. It isn't forcing me, it's encouraging me, helping me to realise that there is something I can do about low moods. They aren't always avoidable, but I can still keep my productivity, and I shouldn't feel bad if I don't have the energy or motivation for it. Just do it anyways, because once I start, it'll be easier. That's my takeaway, and it's definitely relevant to me because recently I have felt very low. And I need this boost. I find even the smallest tasks difficult. So this has helped a lot.

Young Person: Understanding Anxiety: I liked it and I think it is helping me towards my goals.

Parent/Carer: Facing Fears Module: This programme has been excellent.

Young Person to Supporter Message: I tried the guided visualisation today it was very relaxing but I struggle to do them but I am going to try do them everyday.

Parent/Carer: Supporting An Anxious Teen Module: I'm feeling positive about helping my son.

Parent/Carer: Supporting An Anxious Teen Module: I am so grateful to have suggestions for easy to implement, evidence based strategies.

Young Person to Supporter Message: I found facing my fears module good and I am going to try put it into practice.

Parent to Supporter Message: [Child's name] will now walk to school on their own. They were anxious about walking to school alone in case the gates would be closed... They will now walk to school alone. [Child's name] has always refused to leave school early unless I met them at the school office. At the moment they are doing short days as they recover from concussion. Today [Child's name] left school on her own and walked home. [Child's name] is now up, dressed, eats their breakfast and is ready to go to school on time. All on their own motivation. This is a huge improvement from their refusing to go to school in 2nd year. So [Child's name] has had a few set backs but made lots of progress.



#### 4) The Social Aspect of Volunteering at Childline by ISPCC.

There are many benefits to volunteering at Childline by ISPCC, including the social aspect. Lifelong friendships are formed in the Childline units, aided by various events held over the year. Our Castlebar unit, in particular, is famous for their get togethers.



Castlebar Unit, Bridge Street, Castlebar



Castlebar Unit, Halloween

## Feedback

Volunteer Experience: Quotes directly from our volunteers

“Navigating a child’s anxiety is challenging for any parent. Being able to support them for even a small part of that journey is especially rewarding, particularly when their feedback at the end of the programme shows that my support made a real difference.” **(Galway)**

“I have found my experience of being a digital volunteer to be extremely rewarding. I am part of what I believe to be an exceptional team of people. I have made some great friends. The social events mean the opportunity to meet other volunteers I wouldn’t normally and are great fun.” **(Castlebar)**

“Volunteering with Childline these past couple of years has been both interesting and rewarding. It has definitely been a reciprocal experience where I could contribute my time while getting a response from clients on a weekly basis. I look forward to Tuesdays!” **(Limerick)**

**With sincere thanks to the following funders of ISPCC services:**

The ISPCC want to express our thanks to our many Statutory funders who support the delivery of our services across the country every year.

Tusla the Child and Family Agency, CYPSC's (Children and Young Peoples Services Committees) and the North East Regional Drugs and Alcohol task force support our Therapeutic Support Services and the ISPCC Parenting Supports.

The HSE support the delivery of our Childline 24 hour listening service nationally as well as our Digital Mental Health Programmes.

We also received funding from the EU for our work in the area of online safety .

The Department of Justice financially supported the introduction of a National NVR (Non Violent Resistance) programme for parents.

The Department of Children, Disability and Equality supported the delivery of our 24 hour Missing Children Hotline.

The Department of Education and Youth, through the Cavan Monaghan Education and Training and Board (CMETB) have supported a number of Youth Services in Cavan and Monaghan.



**Co-funded by  
the European Union**



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

**St Patrick's  
Mental Health Services**



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



**North Eastern Regional  
Drug & Alcohol  
Task Force**

Cavan ~ Monaghan ~ Louth ~ Meath



**National Office  
for Suicide  
Prevention**



CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEES  
Tipperary



**An Ghníomhaireacht um  
Leanaí agus an Teaghlach**  
Child and Family Agency



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



**National  
Lottery**



**cmeth**  
Bord Oideachais agus Oiliúna  
an Chathair agus Mhúinteocháin  
Cavan and Monaghan  
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

The overall fundraising year was a success with new initiatives, new partners as well as continuing to build on our established fundraisers and relationships. With over 70% of our total income coming from fundraising, our daily work is guided by the principles of our vision: building safer, happier, and better lives for children in Ireland.

## Christmas appeal 2024

We kicked off the year with a hugely successful Christmas appeal in December 2024. Our “Once I Was That Child” campaign, featuring Saoirse Ronan lending her voice, achieved remarkable results. This fully integrated

campaign delivered a 46% increase in donations and reached a national and regional audience of 10.9 million over its duration. A major highlight was Saoirse Ronan using her platform at the IFTAs to call out the crucial work we do at ISPC.

## Special Events

In February, Pippa O'Connor Ormond hosted the Blossom Tree Ball in aid of Childline. The event was a huge success, raising over €140,000 for Childline Listening. We want to extend our thank you to Pippa for hosting the incredible event and for her continued support of Childline.



On 1st May, we hosted the annual Children's Charity Golf Committee event. Now in its third year, this golf event raised significant funds for three charities, including ours. The campaign generated over €200,000, shared across the three charities—a truly remarkable amount for each.

In June we were fortunate to benefit from the annual Property Race Day event and by all accounts it was the biggest yet. Joined by two other children's charities the event raised €75,000 for ISPCC.

### Community Fundraising

Community fundraising continues to go from strength to strength at ISPCC.

From support from Dublin District Soccer League to bake sales, sea swims, and marathon runners, we had something for everyone across the country.

Now in its 3rd year our September Sea Swim continues to go from strength to strength with 2025 being our most successful yet.

Our incredible marathon runners achieved huge success not only completing the gruelling 26-mile challenge but raising over €70,000 for Childline.

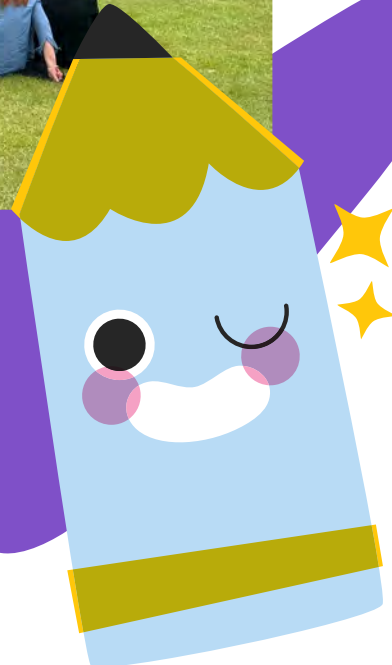
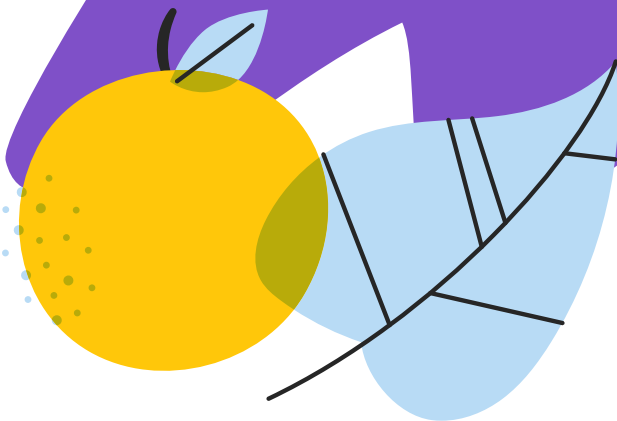
All of these efforts not only raise vital funds but also make a lasting impact on children and families in these communities.



## Ponchos

During Ireland's hottest summer, hundreds of volunteers generously gave their time to ensure another smashing year selling ponchos in aid of Childline at concerts nationwide. Despite the sunshine, this campaign raised over €200,000 across 50 gigs around the country.

We cannot express enough gratitude to the 700+ volunteers who helped at these events, and a special thank you to MCD, Festival Republic, and our President, Caroline Downey.



## Corporate partnerships

Our corporate partners played a pivotal role in supporting our purpose of protecting childhood. Over the last 12 months, we grew our corporate income so that over 30% of our overall income now comes from these wonderful partners. Companies across the country have made a massive impact throughout the year, supporting all of our core services.

### Ryanair;

Ryanair continued to support us over the course of the year with cumulative donations surpassing €1.2 million. This enduring partnership demonstrates 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 the incredible support from staff and customers across Ireland.



We started a number of new partnerships in 2025 including Eason, Nostra, and Crowleys DFK each taking part in various fundraising events over the year.

### Abseil

On 12th June we saw over 40 of our corporate supporters leap 150 feet off the roof of Croke Park all in aid of Childline. Over €45,000 was raised through this event in support of our work.



### Mitchell McDermott;

Mitchell McDermott continued to support ISPCC and organised their annual charity cycling event, culminating in a generous donation.

As these partnerships continue to grow, so does our ability to reach as many children as needed

### Return for Children

Throughout 2025, Return for Children continued to add new partners, facilitating a steady flow of donations from the public. In June 2025, the total donated had reached €167,000 (split between several charities) representing nearly 1,000,000 donated containers.

## Trusts and Foundations

We also received continued support from private trusts and foundations to fund our core work. These include The Ireland Funds (Heart of the Community Fund), the Department of Justice (Community Safety Fund), RTÉ Toy Show Appeal, the European Union's CERV programme—Daphne-CHILD programme with Eurochild and Terre des Hommes, ESB Energy for Generations Fund, and the Sunflower Charitable Foundation.

These foundations supported a large part of many of our services including our non-violent resistance programme, Smart Moves for children starting secondary school as well as our work on youth participation.

In late 2024, we received an incredible gift of €1,000,000 through the Community Foundation of Ireland. We are beyond grateful to this donor for this once-in-a-lifetime gift. A donation of this size enables us to innovate, look at financial sustainability plans and move towards our future vision in service delivery.

## Legacy Giving

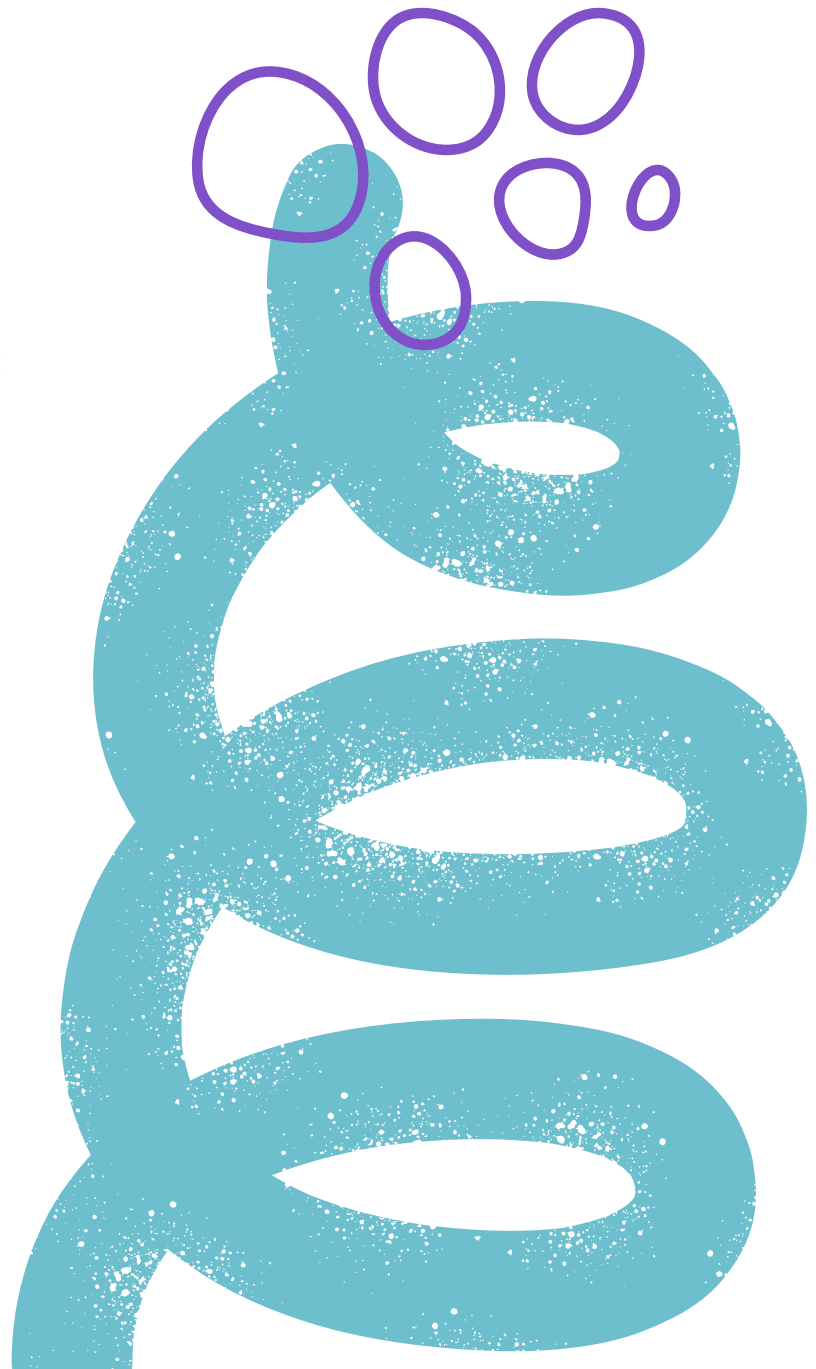
Leaving a gift in a will is a profound gesture that ensures ISPCC can continue to support the lives of children and young people across Ireland for generations to come. Over the course of the year, we received legacy donations to the value of €296,052. To the families and friends of those who left a legacy to ISPCC- we are so grateful.

## Individual Giving

Our Donor Care team are committed to always share the work of Childline and how donor support has a positive impact on the children who reach out to us.

Over the course of 2025 our regular giving income amounted to over €235,000. This source of income allows us to plan and sustain our work. A sincere thank you to all our donors who contributed €250 or more in the past year and continue to submit their CHY3 forms, qualifying for our Tax Back campaign.

**Over the course of 2024/2025, the kindness shown by all our donors is reflected in how we care for children, helping them to lead better, happier, and safer lives.**



# Policy and Public Affairs/Child Participation and Engagement

## Main Achievements

### Policy and Public Affairs

The ISPCC's policy and public affairs effort supported the organisation to realise its purpose of wanting children to be better, happier, safer.

Our passion for change and courage to speak out were at the heart of this important work throughout 2024/2025.

Listening to children does not end when their engagement with us finishes. We bring their collective voice and their lived experiences to the tables of those who can effect change.

### Main Achievements



### nlight

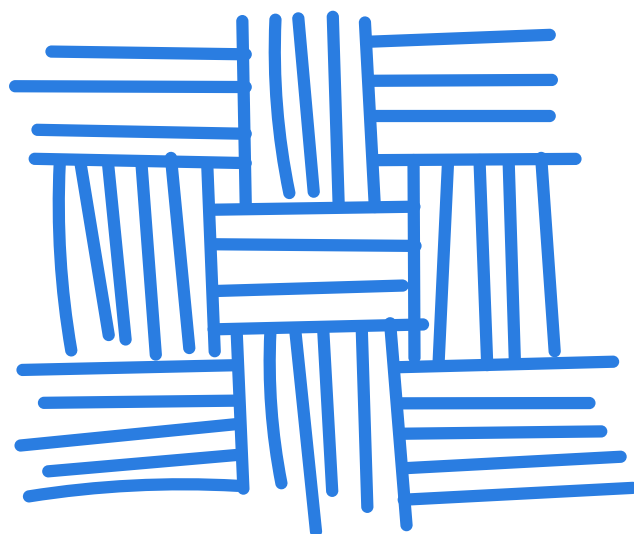
The nlight project with TU Dublin made a significant leap towards being deployed. The tool was founded and developed on the webchat conversations of children who turn to Childline to talk about online child sexual abuse and exploitation, including grooming. Once deployed, it will offer insights and sentiment analysis with the voice of the child at the centre. It is expected the tool will be fully operational in late 2025/2026. This work was made possible by the Tech Coalition's Safe Online Fund.



As the new financial year began, GroSafe, a research project in partnership with TU Dublin, was examined by an external panel of experts as we progressed to the 'Growth Phase' of the National Challenge Fund competition, funded by Research Ireland. GroSafe aims to develop a technology-enabled solution to build societal resilience against child grooming, with work continuing apace throughout 2024/2025.

We employed a design science approach engaging with a wide range of stakeholders to better understand their needs and requirements to prevent child grooming. The important initiative will impact positively on children, their parents, and the professional/practitioner/research community. We were honoured to be invited to be part of a panel at the National Challenge Fund showcase event in April 2025 to share our experience of being the Societal Impact Champion for GroSafe.

We now await to find out if we've progressed to the final 'Prize Phase' of the competition.





## Children's Online Redress (COR) Sandbox

In June 2025, we were honoured to announce our participation in a worldwide project designed to transform how we prevent and respond to online child sexual exploitation and abuse.

Safe Online, a global fund dedicated to eradicating online child sexual exploitation and abuse, is funding the project called "Sandboxing and Standardising Child Online Redress".

The COR Sandbox project will establish a first-of-its-kind mechanism to advance child online safety through collaboration across sectors, borders and generations.

The project is led by The Smile of the Child in Greece, and ISPPCC is a partner alongside The Young and Resilient Research Centre at Western Sydney University, Child Helpline International and the Centre for Digital Policy at University College Dublin.

## Irish Safer Internet Centre



Fiona Jennings, ISPPCC Head of Policy and Public Affairs; Helen McEntee TD, Minister for Education and Youth; Niamh Hodnett, Online Safety Commissioner at Safer Internet Day 2025.

The Irish Safer Internet Centre is a partnership of four leading organisations – Irish Internet Hotline, ISPPCC, National Parents Council and Webwise, 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.

We were delighted to present at the Insafe network of helplines training in October on how helplines are using social media. It gave us a great opportunity to showcase our data analytical capability and the strength of our marketing and communications work on helpline promotion and user journey and engagement.

Safer Internet Day 2025, led by our partners in Webwise, was another successful and engaging event. Minister for Education and Youth, Helen McEntee addressed the event, and we were delighted to sit on a panel sharing our young people's insights on the role of algorithms and influencers in their lives.

The event was attended by key stakeholders, and we were delighted to also have Niamh Hodnett, Online Safety Commissioner speak at the event, too.

We await the outcome of our funding application for the next round of funding to build on and to continue the impactful work of the Irish Safer Internet Centre's previous ten projects.

## Working together

We firmly believe to effect meaningful change we need to work closely with like-minded and like-intentioned stakeholders. Protecting against child sexual abuse and keeping children safe online is a complex and highly nuanced area of criminal justice and public policy: we all have a part to play.

We joined ECPAT International in 2025 to leverage its support and expertise to address child sexual abuse online and look forward to playing an active role in the Beacon III project. We continue to be active members of Insafe

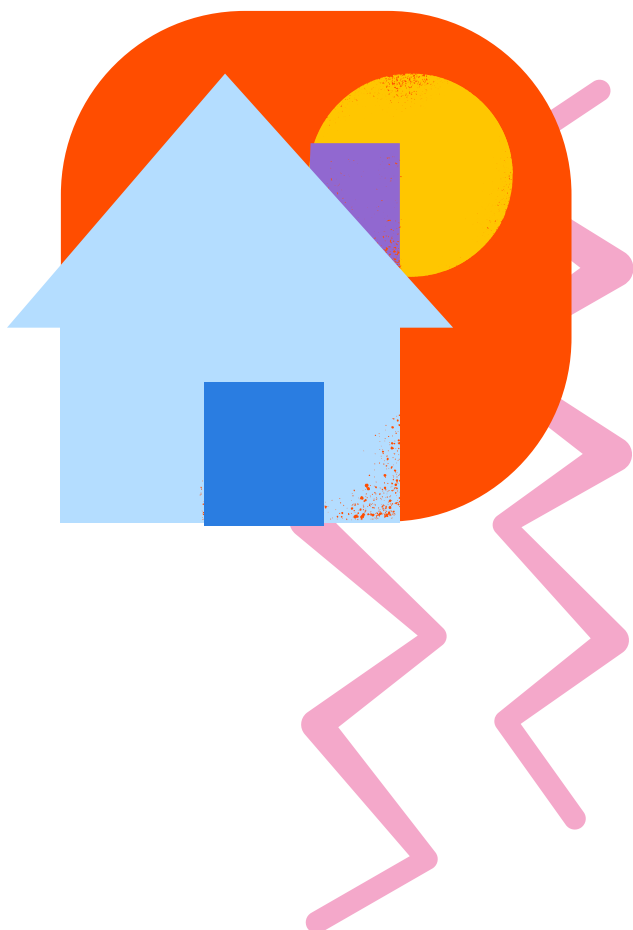
network of helplines, EU Child Sexual Abuse Legislation Advocacy Group (ECLAG), Mental Health Reform, European Anti-Bullying Network and Children's Rights Alliance sharing our insights and pursuing avenues together to bring about change.

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

### Child Participation and Engagement

At the heart of our work this year has been a commitment to ensuring that children's voices genuinely shape the decisions, policies and practices that affect their lives. Through meaningful participation, children aged 8-12 years have helped influence both national strategy and local education initiatives, demonstrating the power of listening to young voices.

We continue to be an active and engaged member of Coimisiún na Meán's Youth Advisory Committee, EuroChild and Hub na nÓg's Network of Practice.



## Main Achievements

### Review of Better Internet for Kids Strategy (BIK Strategy)



Child participant's depiction of what bullying looks like through the eyes of a child

*"Have you played Roblox, Fortnite or used voice chat? No, you haven't. So how can adults teach us about something they don't know about themselves?"*

#### Child Participant, Ireland

As part of the European review of the Better Internet for Kids Strategy, we were chosen as the expert organisation to carry out consultations with children under 12 years. We engaged with 29 children from diverse and vulnerable backgrounds, creating a safe space where children could share their experiences and insights about the online world through the three pillars of the strategy: safe, comfortable and voice.

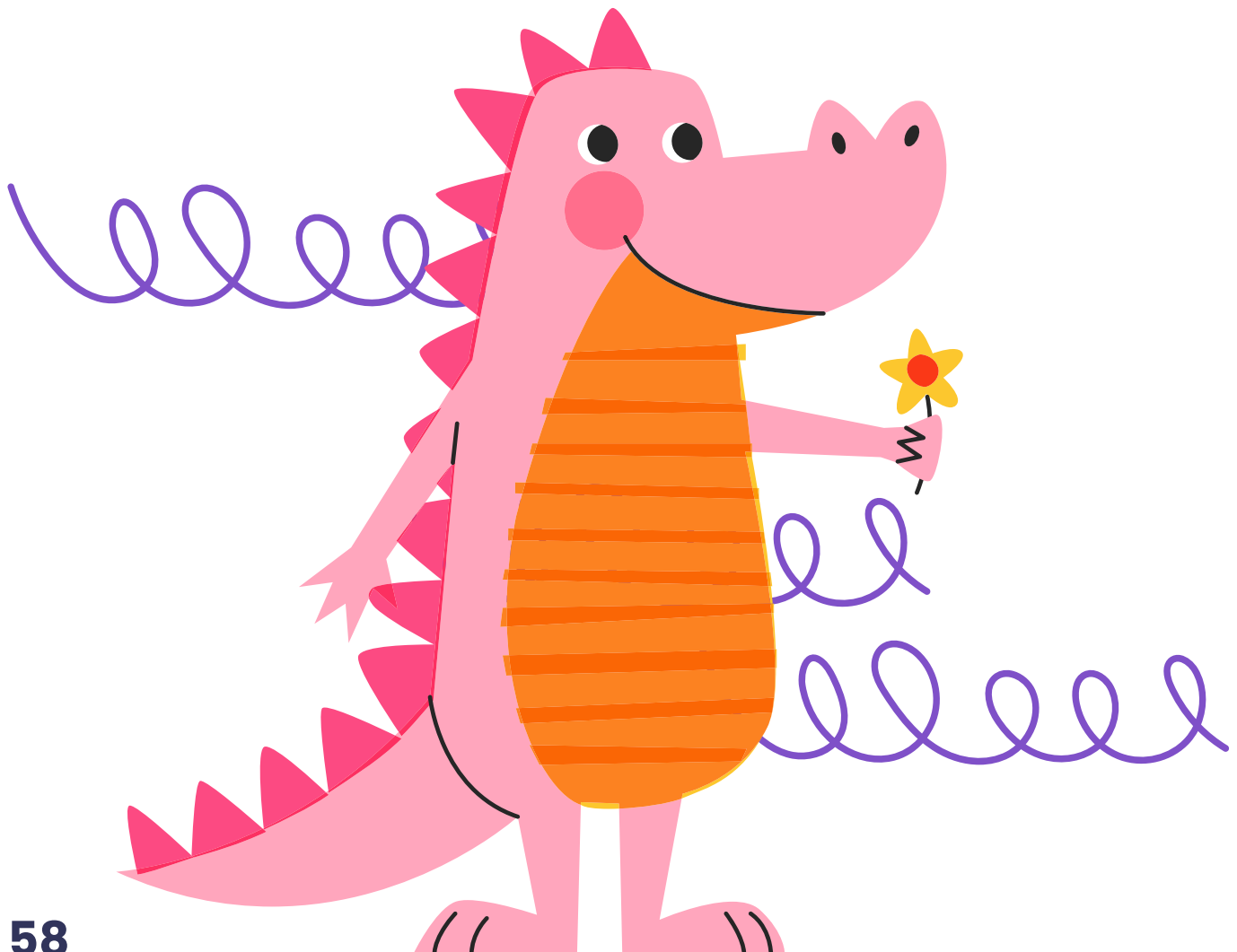
Their insights and recommendations were reflected in the final strategy review, ensuring that children's lived experiences informed the development of safer, more inclusive online environments. This work highlighted the importance of including children under the age of 12 in decision making and further the importance of using developmentally appropriate methods in engaging children in consultations.

## Little Voices, Big Ideas

We created the project, Little Voices, Big Ideas: a conversation with children about peer-to-peer violence which is funded by Daphne Child, co-funded by the European Union and sub-granted by EuroChild. The project addresses the urgent need for child-centred initiatives to combat peer-to-peer violence in rural areas and children living on islands and in urban areas. We created a safe space where children discussed peer-to-peer violence, learned about their rights and gained skills to recognise, respond to and report violence.

Children are at the heart of this project: identifying key messages; designing content and activities; and raising awareness of peer-to-peer violence.

The project started in January 2025, and the educational module will be delivered to 250 children across County Galway.



# Marketing and Communications

The past year has been one of innovation, creativity, and measurable impact across our Marketing and Communications team. We have been privileged to create and share the stories that matter most—the voices of children and young people we advocate for. Through every campaign and initiative, we have worked to bring our vision of a **Better, Happier, Safer** childhood for all to life.

Every campaign, every story, and every connection has been driven by one vision: that every child in Ireland deserves a Better, Happier, Safer life.

As the voice of ISPC and Childline, it is our role to ensure that the lived experiences of the children and young people we support are heard. This year, we strengthened our brand presence, reached new audiences, and delivered clear, compelling messages that champion the rights of every child in Ireland.

Through a proactive and strategic approach to media relations, we have significantly amplified the voice of ISPC and have strengthened our presence in the national conversation this year. Our media relations strategy is carefully planned and developed to ensure that our name, brand and reputation is enhanced by arresting stories we hear from frontline staff. Our campaigns routinely take a multi-pronged approach targeting print, radio and online outlets with timely, impactful messaging. As a result, we have consistently secured high-profile coverage across leading national and regional media outlets. These achievements underscore the effectiveness of our media engagement in driving visibility, influencing dialogue and reinforcing our position as a trusted champion for child protection and wellbeing.

Our campaigns have focused on ensuring our activity is impactful and that they show up in the spaces and where our audiences live, play, and seek support. We embraced innovation, investing in niche platforms and formats to bring Childline by ISPC directly to children, young people and our supporters. By partnering with popular creators, we delivered authentic, engaging content directly to new audiences. These bold steps, combined with our traditional digital approach, elevated our campaigns and strengthened our ability to reach and support children, young people, and parents across Ireland.



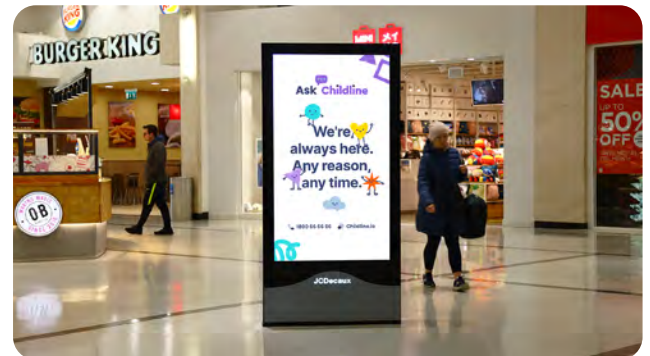
## Highlights

Christmas 2024 saw the launch of "Once I was that Child" an integrated fundraising campaign that combined multiple channels and tactics, underpinned by the message that once Christmas dreams turn to nightmares for some children in Ireland, Childline is their only lifeline. Voiced by Saoirse Ronan, the campaign embraced all communication channels by focusing on print, broadcast media and digital publicity. "Once I was that Child" received industry recognition and was awarded Best Craft Copywriting at the Irish Radio Awards and also received a gold and silver award at the Irish Media Awards. Children are at the heart of this project: identifying key messages; designing content and activities; and raising awareness of peer-to-peer violence.



## JCDecaux

We are deeply grateful to JCDecaux, Ireland’s leading out of home advertising company, who selected Childline by ISPCC, to be one of their charity partners for 2025 and 2026. This valued partnership has enabled us to amplify our "Ask Childline" campaign, ensuring that more children and young people across Ireland know that support is always available for them – for any reason and at any time. It also afforded us the opportunity to secure nationwide visibility for one of our flagship fundraising campaigns – Childline Breakfast.



Help us keep protecting childhood



## Childline.ie

Childline.ie continues to evolve into a dynamic, youth-centric platform and reflects our commitment to ensure we meet children and young people where they are with accessible and empowering support, topical content and advice. Childline.ie is a space where children and young people can feel seen, heard and supported. From the outset, our ambition has been twofold: to create a platform that meets the immediate needs of children and young people, and to chart a future-forward path that ensures Childline.ie remains relevant, responsive, and resilient.

This year saw the launch of “Ask Childline” to support our campaign to reach more children so that they know that Childline.ie is here for them for any reason and at any time. By reaching out, they can realise that while they are unique, the way they feel is usually something that many people have felt. When they **Ask Childline**, we can help validate how they feel, letting them know they’re not alone.

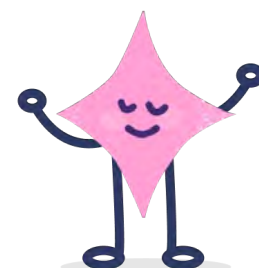
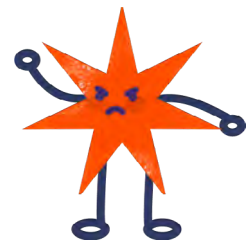
“Ask Childline” saw the creation of characters and scenarios to consistently create relatable stories for children and young people, showing them they’re not alone. This idea helps children resonate with the most trivial and serious stories – connecting to all types of unique emotions and encouraging them to explore their own with us. The campaign was brought to life across digital platforms.



Childline



This is Lonely Leo...

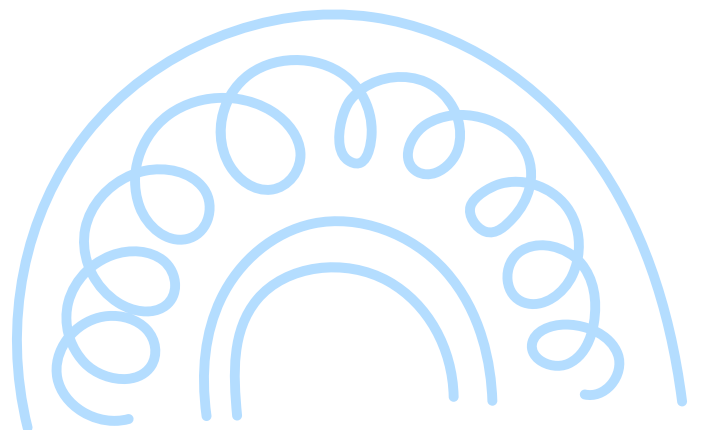
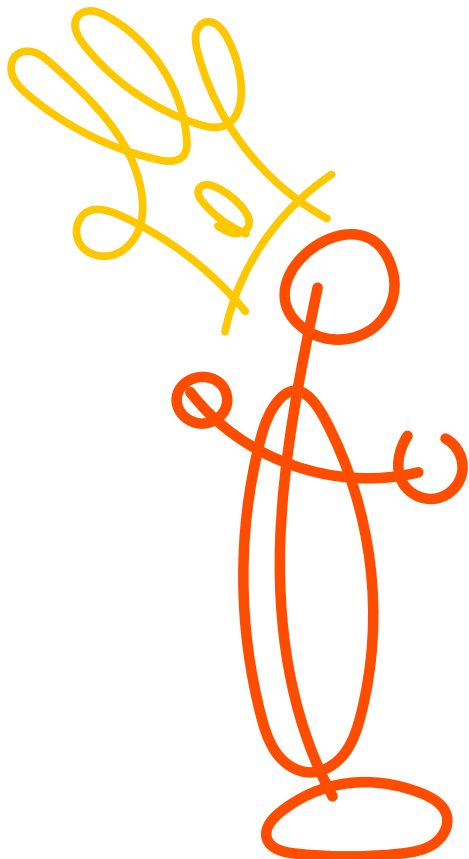


## Digital Content

Our September Sea Swim campaign was all about bringing our message to a new and younger audience while enforcing our role as a mental health champion for children and young people. The campaign saw content that was created to reflect, honesty, empathy and a real sense of community. Partnering with incredible collaborators including Amble, Allison Keating, Lara O'Byrne, Marty Guilfoyle and Leanne Hanafin, and wellness brands such as Sunflower Sessions Yoga and Sandycove Store & Yard. The campaign also encouraged our collaborators to document their journey and share with their own followers as they swam their way to our final event.

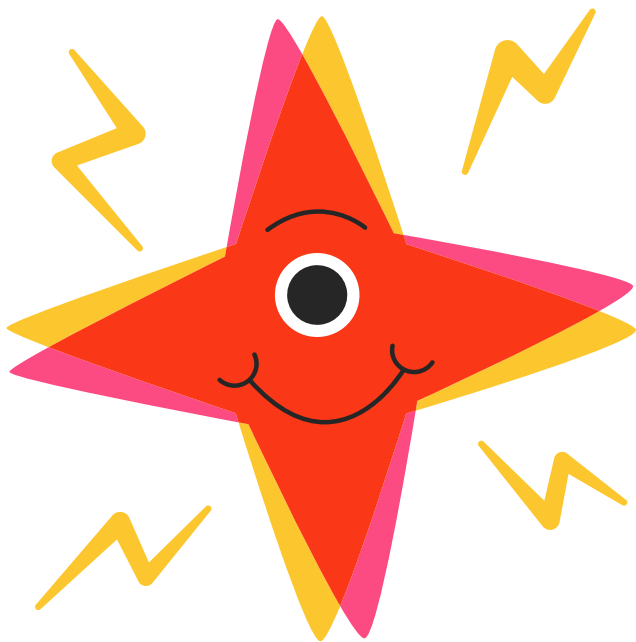
The results were outstanding. Organic views jumped by 750%, reach by 1,700%, and interactions by 1,400%.

A standout moment was our collaboration with Amble, which alone delivered 61,467 views, 51,857 reach, and 517 interactions, proving the power of authentic partnerships. This campaign didn't just raise funds; it built awareness, strengthened engagement, and showed how a targeted, community-driven approach can deliver real impact.



## Digital Mental Health Campaign (March–June 2025)

We're proud to share the incredible success of our Digital Mental Health Campaign. With thanks to funding by the HSE, we created a campaign to reach parents of anxious children and teens. Embracing new digital advertising channels, the campaign achieved remarkable results. Notable, the campaign did not simply generate clicks, it sparked action. We welcomed 145 parents and carers from every corner of Ireland into our programme, and we are excited to continue building on this success into 2025/26.



### Discover our free online programmes.

Refer your child  
or sign up yourself.

ispcc

### Help is here.

Get support and  
practical tools to  
help you better  
cope with  
teenage anxiety.

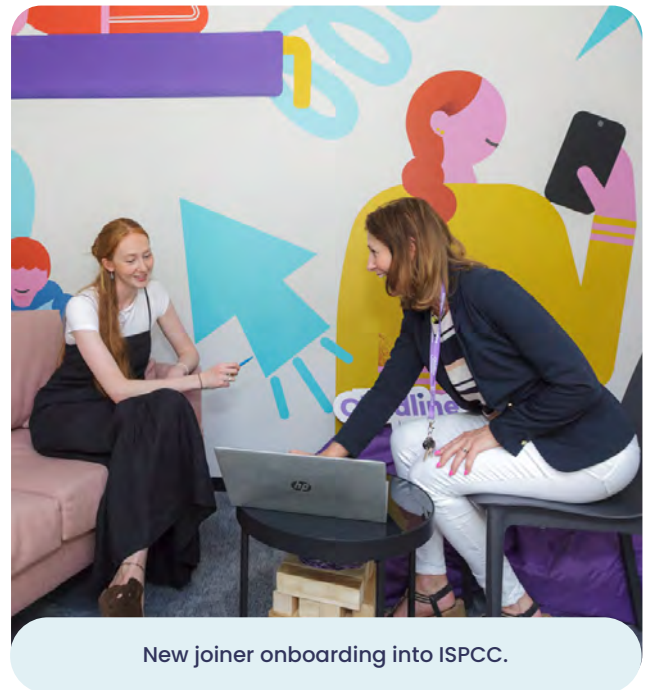
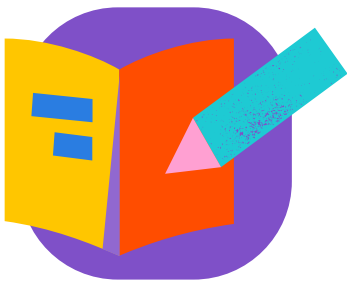
ispcc

“The relief of  
seeing her so  
much happier  
is great”

ispcc

# People and Transformation

As of September 30th, 2025, ISPCC employed an average of 93 staff (down slightly from 95 in 2024), with 77 supporting children's services, 15 in fundraising, and one in administration. We welcomed 11 new starters and had 13 departures, including retirements and contract changes due to funding. Turnover remained stable at 3.14%, well below the industry average of 20%.



New joiner onboarding into ISPCC.

## Culture & Engagement

ISPCC continues to demonstrate strong employee engagement, with scores rising to **93.4%** in 2025 - up 2.3% on the three-year average. Notably:

- **98.4%** feel treated with respect, dignity, and fairness (+3.4%)
- **88.5%** feel valued for their work (+9.5%)
- **93.4%** understand how their role contributes to ISPCC's goals
- **93.3%** find their line manager approachable and responsive

In 2025, ISPCC was awarded the **Sunday Times Great Place to Work**. Benchmarked against 162 Irish nonprofits and 106,482 global companies, our results stood out:

- Pride – **83%**
- Empowerment & Job Satisfaction – **76%**
- Confidence in Management – **81%**
- Wellbeing, Diversity & Inclusion – strong scores across the board



## Impact

In 2025, employee engagement reached one of its highest levels ever—proof that our strong people-focused culture is thriving. This success underscores why 'People' is a Must Win in our Better, Happier, Safer strategy."

High engagement has translated into stronger collaboration, reduced turnover, and enhanced service delivery across teams. Our recognition in **the Sunday Times Great Place to Work Award winner** further validates the impact of our efforts, positioning ISPCC as an **employer of choice** and reinforcing our commitment to creating a workplace where people feel valued, supported, and empowered.

In the **Sunday Times** survey benchmarked with the industry and global comparators, **85%** of employees reporting pride in working at ISPCC, **92%** feel they do something worthwhile and strong performance outperforming the industry and global comparators in **wellbeing index** - these results demonstrate more than satisfaction—they signal a thriving, resilient culture.

## Wellbeing of our People

This year the health and wellbeing of our team continued to be a key area of focus. We surveyed our people in 2025 to understand their health and wellbeing and to use a data led approach.

- 91.4% satisfied with their work life balance
- 71.42% prioritise wellbeing on a daily / weekly basis
- 94% are aware of the Employee Assistance Programme
- In terms of meaningful initiatives to support staff, 21% value physical health activities, 21% mental health resources and 34% would like more team building and opportunities for connection.



Employees from across the ISPCC celebrating our Sunday Times Great Place to work award



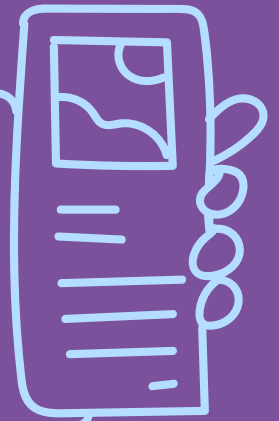
Childline Call Facilitators celebrating our Sunday Time Great Place to work award

**91.4%** satisfied with their work life balance

**71.4%** prioritise wellbeing on a daily / weekly basis

**94%** are aware of the Employee Assistance Programme

**21%** value physical health activities and mental health resources



## Wellbeing in Action

Survey insights shaped our 2025 wellbeing initiatives:

- Strong participation in the **Big Team Challenge** and **Transport for Ireland step challenge**
- Weekly reminders of the **Spectrum Health EAP**
- **Ergonomics training** rolled out to prevent strain and injury
- National team meetings focused on **wellbeing, vicarious trauma, and meditation**
- Celebrated **National Workplace Wellbeing Day** with yoga, competitions, and workshops

We also introduced two key policies to support inclusivity and wellbeing:

- **Domestic Violence Leave Policy** – offering protected leave and support
- **Menopause & Hormonal Health Policy** – recognising and supporting related health needs

**At ISPC, wellbeing is not just a priority – it is a strategic enabler of performance, resilience, and long-term impact.**

Given the emotionally demanding nature of our work, where teams regularly engage with vulnerable children and families in distressing circumstances, investing in the wellbeing of our people is essential. By fostering a culture of psychological safety, support, and care, we empower our employees to sustain their energy, compassion, and effectiveness—ultimately enhancing the quality of service we deliver and reinforcing our mission **to protect childhood.**

## Learning and Development

Learning and development has been a key driver of growth and resilience at ISPCC. By investing in our people, we've strengthened capabilities and deepened our connection to our mission of protecting childhood.

Through our **Educational Assistance Policy**, we supported development in Psychology, Psychotherapy, Counselling, and Occupational Therapy—providing grants and study leave.

Our **Leadership Development Group** focused on:

- Impact and Influence
- Emotional Intelligence
- Coaching-style Leadership

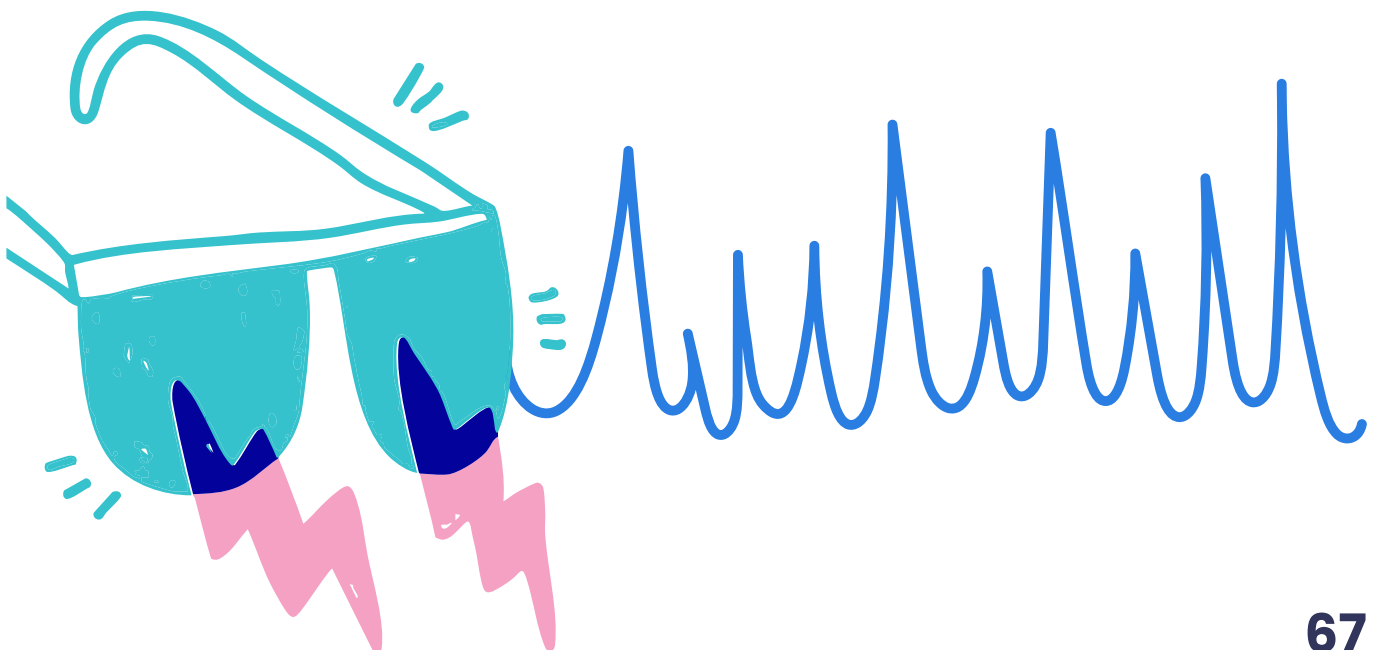


Childline Digital team on an Insights Discovery learning workshop facilitated by our Director of People

## Learning & Development Initiatives

In 2025, ISPCC delivered targeted learning programmes to strengthen governance, compliance, and team capability:

- **Board Onboarding**  
In-person session held in May with leadership and new Board members. All new trustees also completed Carmichael e-learning modules on legal responsibilities to ensure consistent governance standards.
- **Garda Vetting Updates**  
Garda Vetting Liaisons trained in Thurles and cascaded updates to all line managers.
- **AI Training**  
Organisation-wide training led by the Compliance Team to support the rollout of ISPCC's new AI policy
- **Specialist Programmes**
  - Non-Violent Resistance Training (Services Teams)
  - Fundraising Summer School
  - Insights Team Discovery
  - Dignity at Work eLearning



## ISPC 2025 Gender Pay Gap (GPG)

In line with new legislation for organisations with 50+ employees, ISPC published its first Gender Pay Gap (GPG) report in 2025.

- Mean hourly pay gap: 23.37%. The Gender pay gap is not due to pay inequality within roles, but to unequal distribution of men and women across grades.
- Workforce composition:
- 87.95% female, 12.05% male
- 60% of male employees are in mid-management roles
- These figures reflect broader sector trends

## Closing the Gap

ISPC is committed to an inclusive workplace, offering policies that go beyond statutory requirements:

- Leadership training on leading inclusive teams
- Flexible and hybrid options
- Enhanced maternity, paternity, and adoptive leave
- Menopause & domestic violence leave
- Matrimonial leave, career breaks, compassionate leave

These initiatives reflect our ongoing commitment to equality, diversity, and inclusion.



## Looking forward to 2026

In 2025, our commitment to wellbeing, inclusion and connection remained central to our People as a Must Win – empowering our people to deliver impact to protect childhood. Using data led insights, we supported our teams physical, mental and emotional health, enabling them to thrive and stay connected to our overall purpose to protect childhood. As we move into 2026, it is inspiring to see our people happy, engaged, and united in fulfilling our mission to protect childhood.

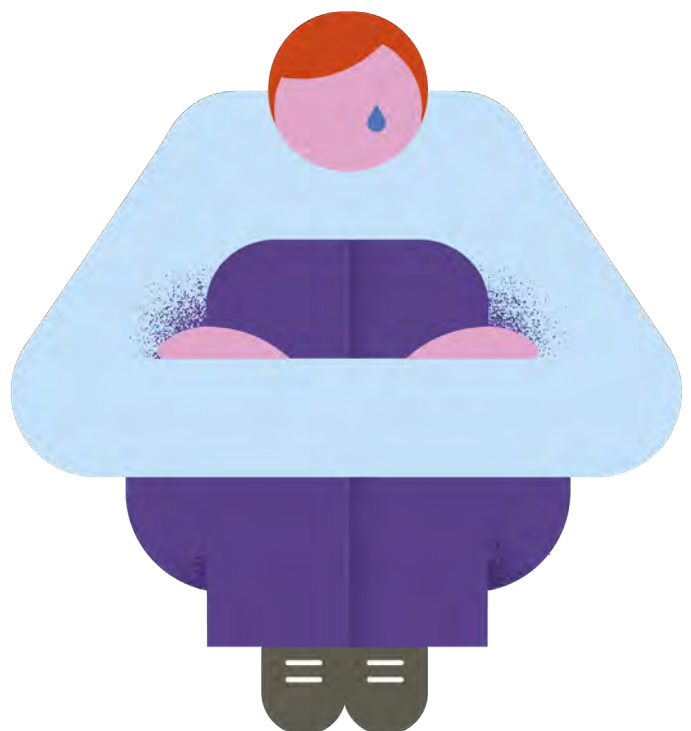
Quotes from the employee survey and Great place to work survey in 2025.

“There is a fantastic work life balance in the role, which makes my job more enjoyable”

“A lovely place to work”

“I feel lucky to be part of the organisation”

“Great cross department communication”



# Financial Review, Management and Governance

## Financial Review

Our financial statements comprise our results for the year from 1st October 2024 to 30th September 2025. The statement of financial activities and statement of financial position is set out on pages 88 to 89 respectively. The financial performance for the year was very strong with a net surplus for the financial year, after depreciation of €1,220,947, (2023/2024 surplus of €161,708). This is primarily due to a generous one-off donation of €1m to ISPCC in December 2024.

### Income

The main source of income for the ISPCC is fundraising, which represented 70% of total income in year ended September 2025. The ISPCC also received €2.02m from statutory bodies in the financial year which represented 30% 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 weekly 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. 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

Directors additionally participate in three other sub-committees of the board – Audit, Risk and Compliance; Nominations and Remuneration; and Governance. Strategy sub meetings are held as necessary by Board members.

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

## President

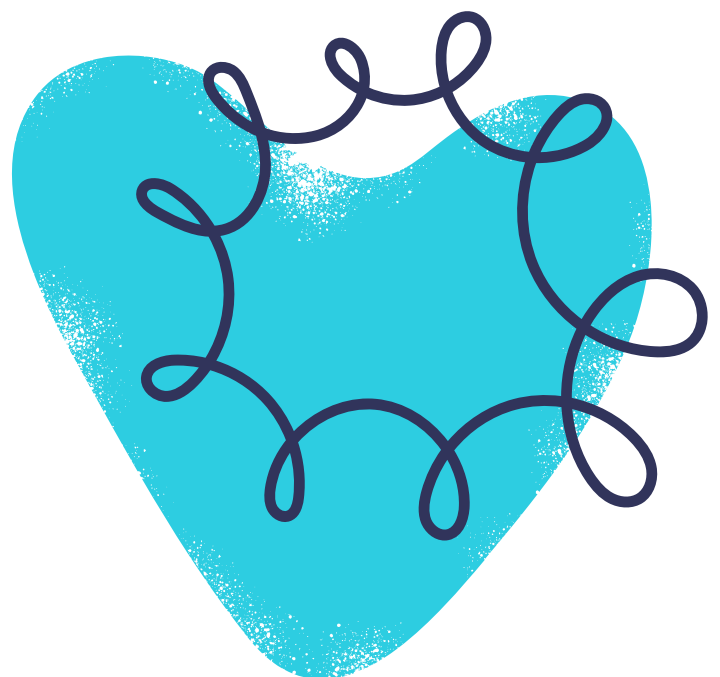
As per the ISPCC constitution, the President may represent the Society at public engagements, attend meetings of the Board and he or she may also assist the Board on an ongoing basis over the course of their term.

Caroline Downey – President since 2015

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.

Caroline 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.



## Board of Directors

### Kevin McHugh – Director and Chair

Kevin McHugh was appointed to the Board of ISPCC in April 2020. 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.

### Daragh MacAogain – Director

Daragh MacAogain was appointed to the Board of ISPCC in January 2023. Daragh 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 Moores University and is a Fellow of the Association of Chartered Certified Accountants (FCCA). Key areas of expertise include – Financial accounting, auditing and budgetary management; leading and scaling regional and global organizations; strategy development and execution; people leadership; sales, product and service delivery; managing large scale global transformations.

### Ian Brennan – Director

Ian Brennan was appointed to the Board of ISPCC in May 2022. Ian has served as a chief information officer for various businesses in healthcare, financial services and aviation. Ian is a recognised expert in cyber security,

information technology management and business alignment.

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

### Jillian Mahon – Director

Jillian Mahon was appointed to the Board of ISPCC in May 2025. Jillian is an experienced executive and non-executive director with wide ranging general and specialist management experience across the private, public and international finance sector. Since 2019 she has been an independent business and financial consultant working in an advisory capacity in the public and private sector both domestically and within the EU, particularly in areas of risk management and sustainability.

Previously Jillian held senior roles in the National Treasury Management Agency (NTMA) after an extensive executive banking career in AIB capital markets banking specialising in Treasury. She holds a BA, MBA and Prof Dip in Corporate Governance (UCD) and CISL Certificate in Sustainable Finance from University of Cambridge.

### Ava Battles – Director

Ava Battles was appointed to the Board of ISPCC in June 2024. 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.

### **Mary Clarke – Director**

Mary Clarke was appointed to the Board of ISPCC in June 2023. 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 Inns and NUI.

### **Julie Wells – Director**

Julie Wells was appointed to the Board of ISPCC in September 2023. Julie has over 20 years' 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 Plc. Julie is passionate about brand transformation and growth.

### **Maureen King – Director**

Maureen King was appointed to the Board of ISPCC in November 2021. Maureen is Founder and CEO of iTrust 6A™ and is a trusted independent advisor on lawful access to and disclosure of data to law enforcement. With over 20 years' experience in the Telecommunications sector; she regularly gave expert evidence in criminal trials, where she was cross examined on the balancing of competing rights and issues of legality, necessity, and proportionality.

She is a frequent contributor to high-level discussions within the EU Commission, Irish Government, and other international forums, advancing arguments as a practitioner and advocate for enhanced cooperation.

Maureen holds an Executive MBA from Dublin City University, a Certificate in Sustainable Business Strategy from Harvard Business School Online and is an accredited assessor of human rights principles with the Global Network Initiative (GNI).

As a published researcher, Maureen continues to make contributions in this field and coined the phrase "humanising data" which underscores the human story behind every request for access to and disclosure of data.

### **Paul Delahunty – Director**

Paul Delahunty was appointed to the Board of ISPCC in June 2025. Paul is a seasoned technology and sales leader with nearly three decades of experience at Accenture and Microsoft across a range of roles. He currently serves as Director of Startups & ISVs for the EMEA region, specialising in helping startups scale through cloud and AI transformation, as well as go-to-market acceleration.

Paul has held leadership positions across sales, strategy, and operations, and is passionate about helping companies unlock and accelerate growth through technology.

He holds a Bachelor of Science in Information Technology from Limerick Institute of Technology and a Leadership Certificate from Cornell University.

### **Paul Gilligan – Director**

Paul Gilligan was appointed to the Board of ISPCC in March 2025. Paul Gilligan, BA, MA, DipClin Psych, RegPsychol, FPsSI, is a Clinical Psychologist and Chief Executive of St Patrick's Mental Health Services (SPMHS).

He is an Adjunct Associate Professor in Trinity College Dublin. Paul is a former Vice-Chairman of the National Children's Advisory Council, a former President of the Psychological Society of Ireland and a former Chairman of the Children's Rights Alliance.

He was a member of the government-established Vision for Change Independent Monitoring Group and Garda Vetting Implementation Group. Before taking up his current post with SPMHS, he was Chief Executive of the Irish Society for the Prevention of Cruelty to Children.

Paul is author of two parenting books, Keeping Your Child Safe (2008) and Raising Emotionally Healthy Children (2015). He is an internationally recognised children's rights advocate and a Fellow of the Psychological Society of Ireland.

### **Sally Goodwin – Director**

Sally Goodwin was appointed to the Board of ISPCC in September 2017. Sally is Senior HR Business Partner for change programmes in Bank of Ireland.

Sally Goodwin resigned from the Board on 25/09/2025

### **Paddy Barr**

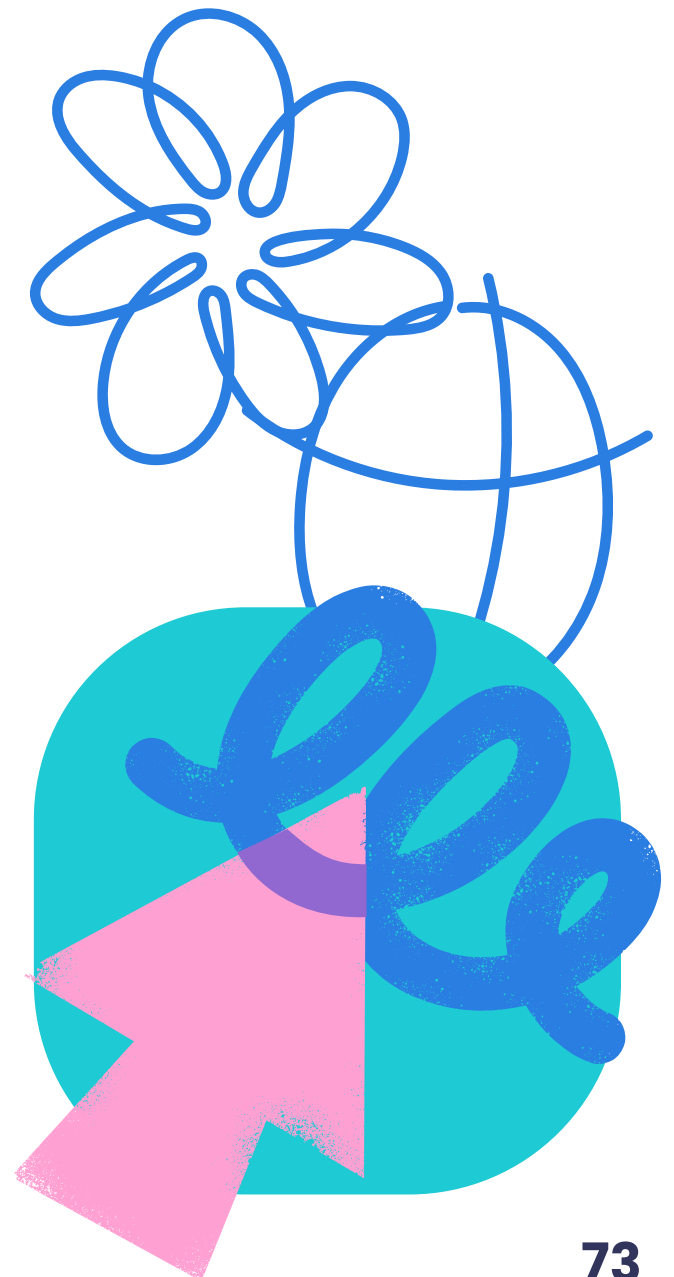
Paddy Barr was appointed to the Board of ISPCC in June 2016. Paddy has over 25 years' international leadership experience in Operations, Supply Chain & Strategic Management, he has held senior roles in Ireland, the UK & the USA in the airline, FMCG & IT industry sectors.

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 ISPCC 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.

Paddy resigned from the Board on 27/03/2025.



### **Donal Murphy – Director**

Donal Murphy was appointed to the Board of ISPCC in December 2022. 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.

Donal resigned from the Board on 29/05/2025.

### **Michael O'Donovan – Director**

Michael O'Donovan was appointed to the Board of ISPCC in April 2023. 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.

Michael resigned from the Board on 27/03/2025.

### **Eimear Harty – Director**

Eimear Harty was appointed to the Board in May 2025. Eimear is an experienced Human Resources leader with a career spanning 25 years in various industries, including telecommunications, technology and financial services. She is currently HR Director and Head of Inclusion & Diversity at the Bank of Ireland. Eimear holds a Bachelor of Business Studies from Dublin City University and a Masters in Management Consulting from UCD Smurfit Business School.



## Committees

### Audit, Risk & Compliance Sub-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 the risk register, embedding risk management in the organisation, and improving the clarity of our disclosures in this annual report.

The Committee was composed of the following members; Michael O'Donovan (resigned in March 2025), Donal Murphy (resigned in May 2025), Ian Brennan (joined the committee in November 2024), Jillian Mahon (joined the committee in June 2025), Daragh MacAogain and Mary Clarke. The Committee met ten times in 2024/2025.

### Nominations and Remuneration Sub-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 also has responsibility for recommending to the Board individuals suitable for nomination to the Board of Directors.

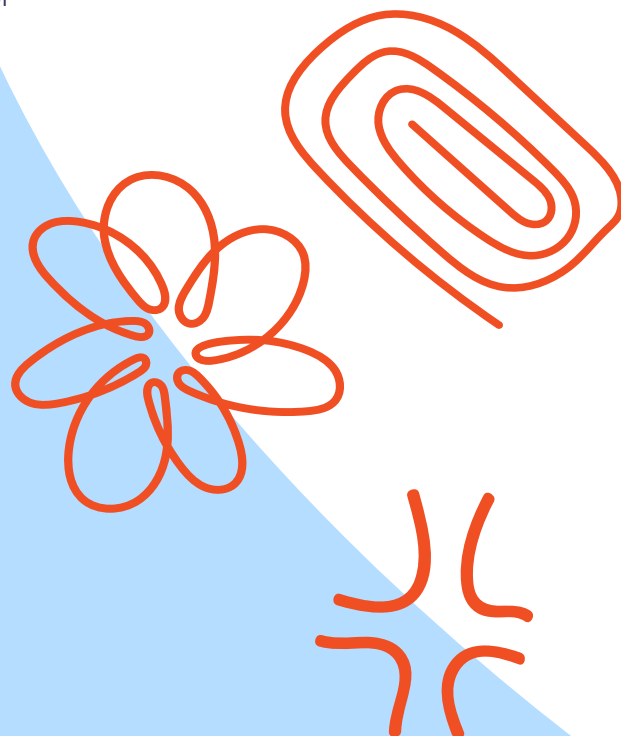
The Committee recommends pay and remuneration of the charity's key management personnel to the board. The board may also delegate to the Committee functions in respect of disciplinary and grievance matters concerning the Chief Executive and those senior employees reporting directly to them.

The Committee was composed of the following members: Paddy Barr (resigned in March 2025), Sally Goodwin (resigned in September 2025), Eimear Harty, Ian Brennan and Maureen King, and met five times in 2024/2025.

### Governance Sub-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.

The Committee was composed of the following members during the year: Kevin McHugh, Mary Clarke, and Ava Battles. The Committee is convened as necessary throughout the year.



Members	Board Meetings	Audit Risk & Compliance Committee	Nomination & Remuneration Committee	Governance Committee
Kevin McHugh	9/9	N/A	N/A	1/1
Donal Murphy**	6/7	7/7	N/A	N/A
Michael O'Donovan*	4/5	4/5	N/A	N/A
Daragh MacAogain	3/9	9/10	N/A	N/A
Patrick Barr***	3/4	N/A	N/A	N/A
Ian Brennan	9/9	8/9	4/5	N/A
Maureen King	7/9	N/A	5/5	N/A
Julie Wells	8/9	N/A	N/A	N/A
Sally Goodwin****	5/9	N/A	4/5	N/A
Mary Clarke	8/9	8/10	N/A	1/1
Ava Battles	9/9	N/A	N/A	1/1
Jillian Mahon	2/3	2/3	N/A	N/A
Paul Gilligan	4/5	N/A	N/A	N/A
Paul Delahunty	2/2	N/A	N/A	N/A
Eimear Harty	2/3	N/A	4/4	N/A

\*Michael O'Donovan resigned from the Board on 27/03/2025

\*\*Donal Murphy resigned from the Board 29/05/2025

\*\*\*Paddy Barr resigned from the Board on 27/03/2025

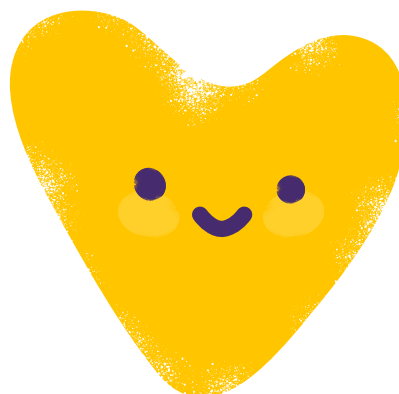
\*\*\*\*Sally Goodwin resigned from the Board on 25/09/2025

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.

## Commitment to Good Governance

The ISPCC is steadfast in its commitment to the highest standards of governance, transparency, and accountability. Our Board of Directors and management team ensure that all decisions are made in the best interests of children and young people, while adhering to the principles of integrity, responsibility, and openness. Commitment to good governance includes:

- Regular Board meetings with clear oversight of strategy and operations
- Transparent reporting structures and compliance with statutory obligations
- Continuous evaluation of governance practices to align with evolving best standards



## Triple Lock Standard

The ISPCC proudly retained our Triple Lock Standard certification in 2025, demonstrating our dedication to ethical fundraising and financial stewardship, which includes:

- Charities Regulator Compliance: Full adherence to the Charities Governance Code
- Fundraising Principles: Commitment to the Guidelines for Charitable Organisations on Fundraising from the Public
- Transparent Financial Reporting: Annual accounts prepared in accordance with Statement of Recommended Practice (SORP) standards

This triple lock ensures that donors, partners, and stakeholders can trust that every euro is managed responsibly and with purpose. The Triple Lock Status was granted by the Charities Institute of Ireland following a detailed application process affirming our dedication to ethical fundraising and financial stewardship as outlined above.

## Artificial Intelligence (AI) Policy

Recognising the growing role of technology in service delivery and operations and the increased use of AI tools in the wider environment, the ISPCC has developed and adopted a robust AI policy in 2025 which notes:

- Ethical Use: Approved AI tools per the ISPCC AI policy are deployed only in ways that respect privacy, dignity, and child protection principles
- Transparency: Clear communication on the use of any approved AI and ensuring its use is disclosed in the performance of tasks to support efficiency and innovation
- Oversight: Regular review by the ISPCC AI Officer and Senior Leadership Team as well as the Board to ensure compliance with ethical and legal standards

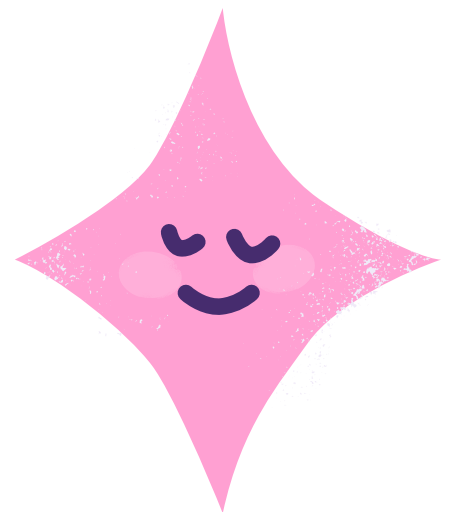
This policy reflects our proactive approach to safeguarding against risks while embracing innovation to better serve children and families.

## Bespoke Digital Policy Hub

The ISPCC has developed a Digital Policy Hub, a centralised platform designed to ensure clarity, consistency, and accessibility of all ISPCC policies.

- Central Repository: All policies are housed in one accessible hub which includes digital policy attestation
- Staff Empowerment: Training and resources provided to ensure staff understand and apply policies effectively
- Continuous Improvement: Policies are regularly reviewed and updated to reflect technological advances and regulatory changes

This hub demonstrates our commitment to good governance and positions the ISPCC as a leader in responsible innovation within the charity sector.



## **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 21st February 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.

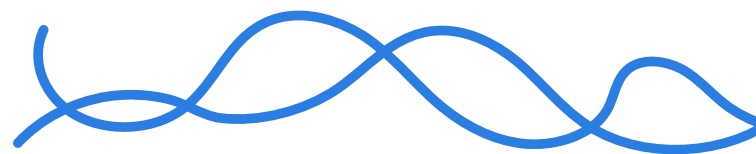
The Committee makes recommendation to the board for the appointment of board members.

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 ISPCCC, the board also considers factors such as gender, age and ethnicity in its succession planning.

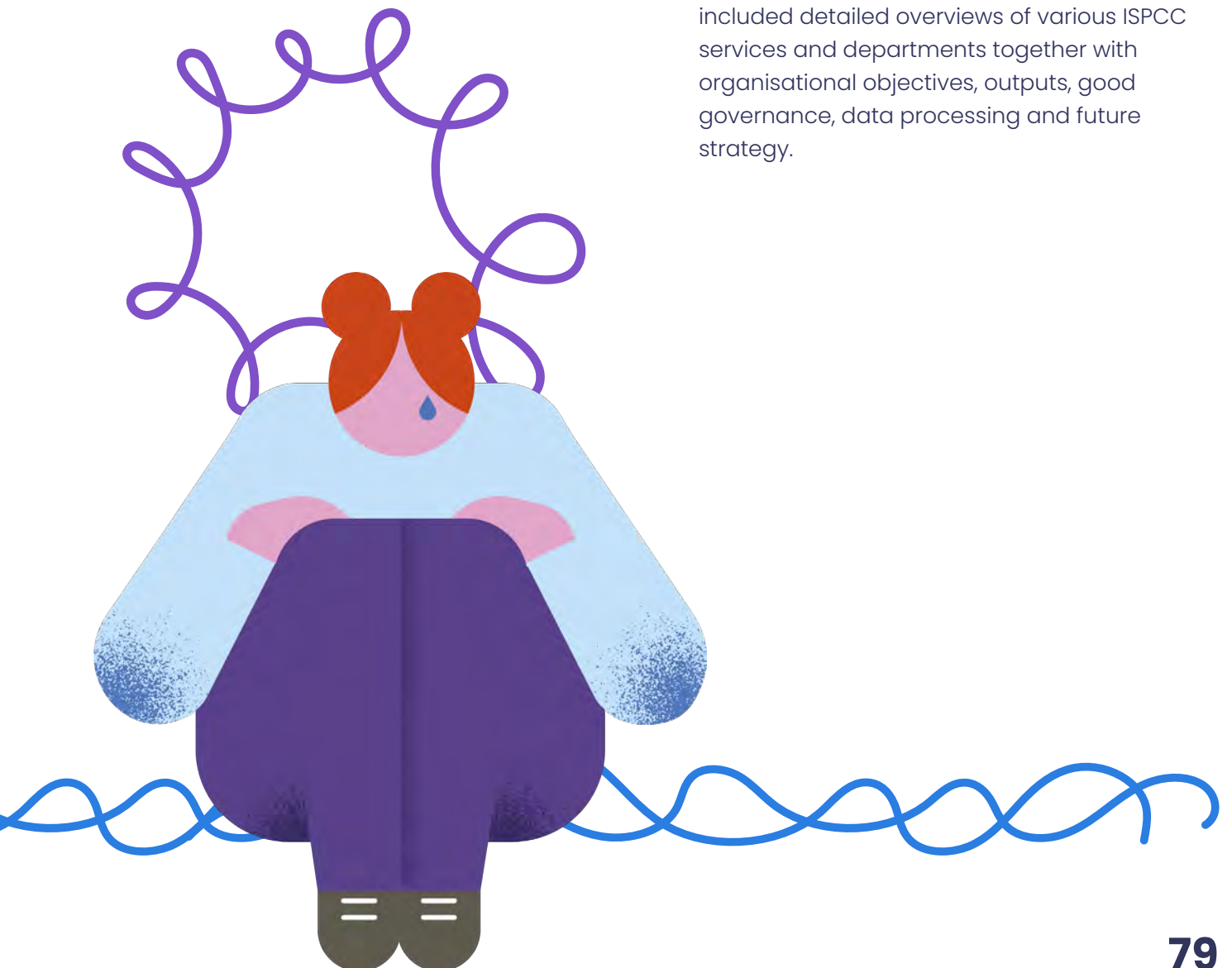
The board takes into account any practical experience of individuals in the area to which the ISPCCC's purpose relates, and any special expertise an individual may have to ensure the board of the ISPCCC receives a wider range of experience and is effective in realising its objectives.

## Onboarding new Board Directors

Each incoming board and committee member received a comprehensive customised onboarding pack before joining the board or board committee. As part of the onboarding pack, there is a comprehensive and detailed presentation which outlines all the different operational areas within the ISPCCC.

The induction pack includes the ISPCCC Constitution, Governance Policy, Code of Conduct for Charity Trustees, Conflict of Interest Policy and a letter from the chair outlining relevant duties and responsibilities.

In the past year 4 new board members were appointed to the Board of the ISPCCC. As well as the comprehensive onboarding pack, members of the senior leadership and management team delivered an in-person onboarding session in the ISPCCC head office in Dun Laoghaire in May 2025. The session included detailed overviews of various ISPCCC services and departments together with organisational objectives, outputs, good governance, data processing and future strategy.



## 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.

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 the top five are prioritised 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, Reporting structures, 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. Regular Audit, Risk & Compliance reviews
3	Reputational Risk	Maintain Triple Lock charity status, full 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. External DPO.
5	Cyber Security	Security controls, encryption, ongoing staff training, regular 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 budget approved by the board.
- A detailed set of policies and procedures, with policy version control in place for reviews.
- Regular review of management accounts and cash flow by the board
- Segregation of duties.

## General Data Protection Regulations (GDPR)

The ISPCC works continuously to protect personal data and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Following GDPR and Data Protection is paramount to the ISPCC's work given the sensitivity of the information held by the organisation. The ISPCC has an external DPO, who in conjunction with our internal Risk & Compliance department ensures the ISPCC follow's the best practice in data processing through regular processing and risk reviews. The ISPCC's external DPO is XpertDPO.

## 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.

There were some significant single fundraising donations in 2024/2025 which resulted in a large overall surplus of €1.2m, and as of 30th September 2025, the ISPCC had liquid reserves of €3.8m representing 8.5 months expenditure which is well in excess of board policy of 5 months. The board will endeavour

to continually monitor reserves and forecasted income and expenditure performance throughout the year and maintain reserves at a level in accordance with our policy outlined above.

In 2025/2026 a deficit is budgeted, this is primarily due to reinvestment of a proportion of the surplus from 2024/2025 on each of our must wins from our strategy of financial sustainability, awareness, innovation and our people. Full cashflow analysis has been completed as part of the budgeting process to ensure adherence to the reserves policy. 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. The ISPCC has two staff members who act as designated liaison persons with the National Garda Vetting Bureau and attend yearly seminars. As part of this year's seminar, the internal vetting policy utilised by the ISPCC was updated to reflect the changes made by the National Garda Vetting Bureau.

## 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 proactively 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.

## 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 (resigned from the board 27/03/25.)

Daragh MacAogain

Donal Murphy (resigned from the board 29/05/25.)

Ian Brennan

Maureen King

Sally Goodwin (resigned from the board 25/09/25.)

Patrick Barr (resigned from the board 27/03/25.)

Ava Battles

Paul Gilligan (joined the board 27/03/25.)

Paul Delahunty (joined the board 26/06/25.)

Jillian Mahon (joined the board 29/05/25.)

Eimear Harty (joined the board 29/05/25.)

## Related Party Transactions

During the year the charity received €50,000 funding from St Patrick's Mental Health Services (2024: €50,000). The CEO of St Patrick's Mental Health Services is also a Director of Irish Society For The Prevention Of Cruelty To Children.

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 2025.

## 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 company's 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 2025 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: 26th February 2026

### Ian Brennan

Director

DATE: 26th February 2026

# Directors' Responsibilities Statement

For the year ended 30 september 2025

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



Ian Brennan

DATE: 26th February 2026

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF IRISH SOCIETY FOR THE PREVENTION OF CRUEL TY 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 2025 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 2025 and of its net surplus for the year then ended;
- Have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- Have been properly prepared in accordance with the requirements of the Companies Act 2014.

### Basis for opinion

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

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

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

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

### Conclusions relating to going concern

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

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

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

### Other information

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

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

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 company or to cease operations, or has no realistic alternative but to do so.

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

### 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, the planned scope and timing of the audit

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

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**

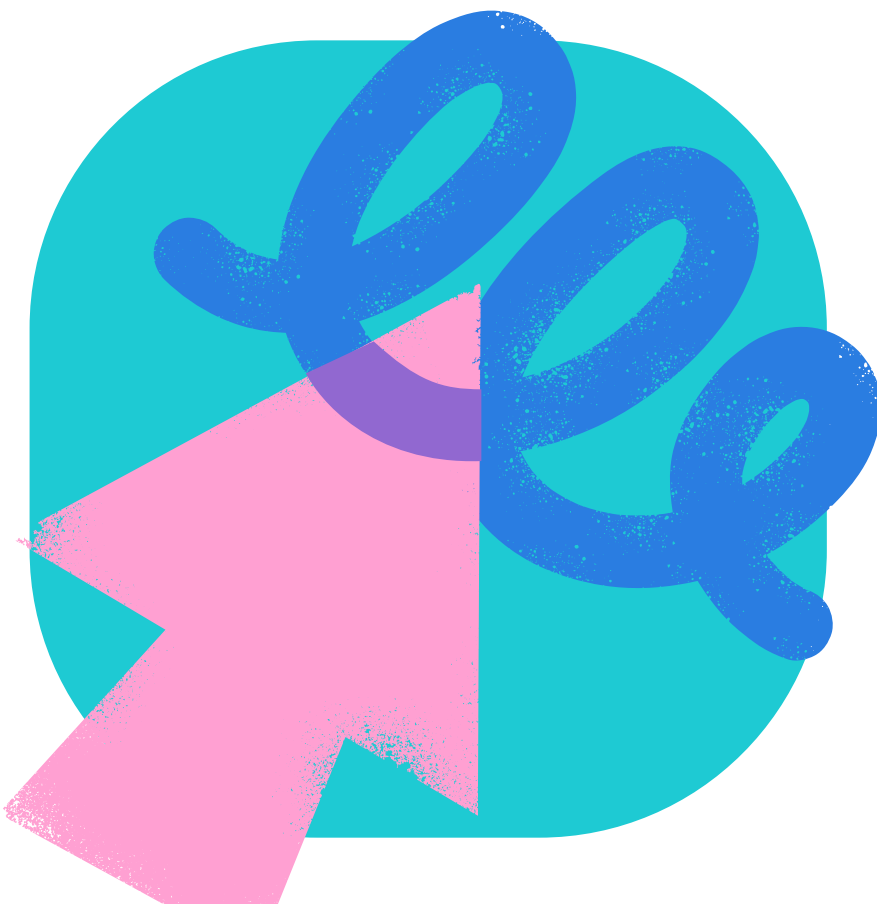
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3 Arkle Road

Sandyford

Dublin 18

Date: 26th February 2026



# Statement of financial activities

(Incorporating income and expenditure account)

For the year ended 30 September 2025

Notes	Restricted Funds 2025 €	Unrestricted Funds 2025 €	Total Funds 2025 €	Total Funds 2024 €	
<b>Income from:</b>					
Donations and legacies	5	290,701	4,237,324	4,528,025	4,095,877
Charitable activities	6	2,017,423	787	2,018,210	1,840,795
Other trading activities	7	-	266,204	266,204	247,950
Investments	8	-	7,358	7,358	2,098
<b>Total income and endowments</b>		<b>2,308,124</b>	<b>4,511,673</b>	<b>6,819,797</b>	<b>6,186,720</b>
<b>Expenditure on:</b>					
Raising funds	9	35,465	1,261,767	1,297,232	1,181,085
Charitable activities	10	4,159,105	-	4,159,105	4,670,175
Other expenditure	11	82,224	60,289	142,513	173,752
<b>Total expenditure</b>		<b>4,276,794</b>	<b>1,322,056</b>	<b>5,598,850</b>	<b>6,025,012</b>
<b>Net (expenditure) / income</b>		<b>(1,968,670)</b>	<b>3,189,617</b>	<b>1,220,947</b>	<b>161,708</b>
Transfers between funds	22	2,018,019	(2,018,019)	-	-
<b>Net movement in funds</b>		<b>49,349</b>	<b>1,171,598</b>	<b>1,220,947</b>	<b>161,708</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward	22	565,056	4,402,396	4,967,452	4,805,744
Net movement in funds (See above)		49,349	1,171,598	1,220,947	161,708
<b>Total funds carried forward</b>	<b>22</b>	<b>614,405</b>	<b>5,573,994</b>	<b>6,188,399</b>	<b>4,967,452</b>

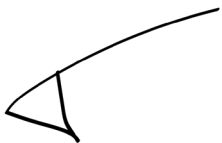
There were no other recognised gains or losses in the current or prior year other than those included in the Statement of Financial Activities. All income and expenditure derive from continuing activities.

# Balance Sheet

As at 30 September 2025

	Notes	2025 €	2024 €
<b>Fixed assets</b>			
Tangible assets	16	<b>1,836,656</b>	1,859,500
Intangible assets	17	<b>379,200</b>	407,366
Financial assets	18	<b>13,939</b>	13,939
		<b>2,229,795</b>	2,280,805
<b>Current assets</b>			
Debtors	19	<b>752,626</b>	1,549,386
Cash at bank and in hand	25	<b>3,754,836</b>	1,946,731
		<b>4,507,462</b>	3,496,117
Creditors: amounts falling due within one year	20	<b>(548,858)</b>	(809,470)
<b>Net current assets</b>		<b>3,958,604</b>	2,686,647
<b>Total net assets</b>		<b>6,188,399</b>	4,967,452
<b>Charity funds</b>			
Restricted funds	22	<b>614,405</b>	565,056
Unrestricted funds	22	<b>5,573,994</b>	4,402,396
<b>Total funds</b>		<b>6,188,399</b>	4,967,452

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



Kevin McHugh

Director

Date: 26th February 2026



Ian Brennan

Director

# Statement Of Cash Flows

For the year ended 30 September 2025

	Notes	2025 €	2024 €
<b>Cash flows from operating activities</b>			
Net cash generated by / (used in) operating activities	24	<b>1,892,250</b>	(382,092)
<b>Cash flows from investing activities</b>			
Acquisition of tangible assets	16	<b>(34,685)</b>	(43,704)
Acquisition of intangible assets	17	<b>(56,818)</b>	(381,673)
Disposal of tangible assets	18	-	14,430
<b>Net cash used in investing activities</b>		<b>(91,503)</b>	<b>(410,947)</b>
<b>Cash flows from financing activities</b>			
Investment income received	8	<b>7,358</b>	2,098
<b>Net cash provided by financing activities</b>		<b>7,358</b>	<b>2,098</b>
<b>Change in cash and cash equivalents in the year</b>		<b>1,808,105</b>	(790,941)
Cash and cash equivalents at the beginning of the year	25	<b>1,946,731</b>	2,737,672
<b>Cash and cash equivalents at the end of the year</b>	<b>25</b>	<b>3,754,836</b>	<b>1,946,731</b>



# Notes To The Financial Statements

## For The Year Ended 30 September 2025

### 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 2025.

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 Going concern

The Directors have prepared the financial statements on the going concern basis which assumes that the entity has the ability to meet its liabilities as they fall due and will continue in operational existence for the foreseeable future.

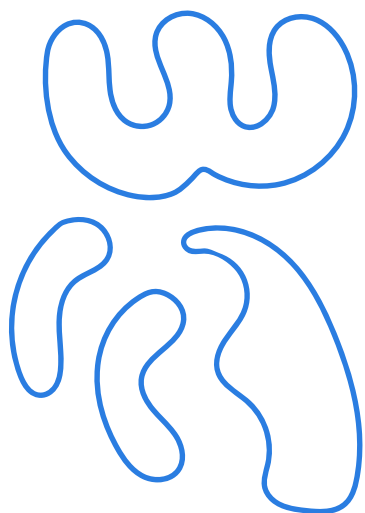
The Directors have considered available resources and have also considered the availability of future funding and the support of its funders. The Trustees are in a position to manage the activities of the organisation such that existing funds available to the Trustees together with committed funding will be sufficient to meet the organisation's obligations and to continue as a going concern for a period of at least 12 months from the date of approval of the financial statements.

The Directors have prepared annual budgets and cash flows to assist in financial planning matters for the organisation. These budgets demonstrate that the organisation will have sufficient resources to continue in operation for a period of at least 12 months from the date of approval of these financial statements and to continue to have the ability to discharge its obligations as they fall due.

On that basis, the Directors do not consider that a material uncertainty exists in relation to going concern and have deemed it appropriate to prepare the financial statements on a going concern basis. The financial statements do not include any adjustments that would result if the organisation was unable to continue as a going concern.

### 3.3 Investment income

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



### 3.4 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.

### 3.5 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.

### 3.6 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.

### 3.7 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 is incurred.

### Pension

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

### 3.8 Foreign currencies

#### Functional currency and presentation currency

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

### 3.9 Taxation and deferred taxation

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

### 3.10 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:

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

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

## Derecognition

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

### 3.11 Intangible assets

Website development and software costs are recognised as intangible assets only where they meet the recognition criteria of FRS 102 and the Charities SORP, meaning they are identifiable, the charity controls the asset,

future economic benefits or service potential are expected to flow, and the cost can be measured reliably.

Website planning and design costs, content creation, maintenance and training are expensed as incurred. Costs directly attributable to the development of functional website features or software implementation are capitalised.

Intangible assets are stated at cost and amortised on a straight-line basis over their estimated useful life, typically 3–5 years. Amortisation commences when the asset is in use. Assets are reviewed annually for indicators of impairment and written down where necessary.

### 3.12 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.

### 3.13 Operating leases

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

### 3.14 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.

### 3.15 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 consider it appropriate to prepare the financial statements on the going concern basis which assumes the Trust will continue in operational existence for the foreseeable future. The Directors have prepared annual budgets and cashflows to assist in financial planning matters for the organisation. These budgets and cash flows inevitably involve

elements of estimation and judgement with regard to predictions of future activity and are monitored, flexed and reviewed on a regular basis. These budgets demonstrate that the organisation will have sufficient resources to continue in operation for a period of at least 12 months from the date of approval of these financial statements and to continue to have the ability to discharge its obligations as they fall due.

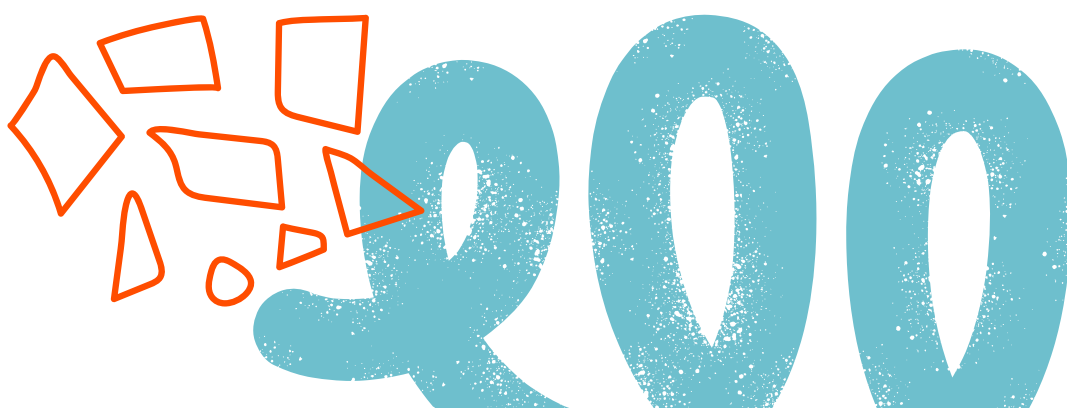
#### **b. Key sources of estimation uncertainty**

**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 €1,836,656 (2024: €1,895,500) (See Note 16).

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

5. Income from donations and legacies	Restricted funds 2025 €	Unrestricted funds 2025 €	Total funds 2025 €	Total funds 2024 €
Donations	290,701	3,941,272	<b>4,231,973</b>	3,056,555
Legacies	-	296,052	<b>296,052</b>	1,039,322
<b>Total 2025</b>	290,701	4,237,324	<b>4,528,025</b>	4,095,877
Total 2024	360,846	3,735,031	4,095,877	

6. Income from charitable activities	2025 €	2024 €
<b>Service Payments</b>		
Tusla Dublin	<b>170,396</b>	168,905
Tusla Galway	<b>30,212</b>	29,470
Tusla Cork	<b>207,572</b>	157,683
Tusla Limerick	<b>60,425</b>	72,296
Tusla Mayo	<b>43,442</b>	55,730
Tusla Clare	<b>54,618</b>	99,314
Tusla Louth	<b>100,095</b>	130,433
Tusla Parenting Lead Role	<b>75,861</b>	72,437
Tusla Cavan & Monaghan	<b>152,212</b>	135,281
CYPSC Clare	<b>57,603</b>	68,250
Tusla Pay Restoration	<b>16,860</b>	11,656
	<b>969,296</b>	1,001,455



<b>6. Income from charitable activities</b>			<b>2025 €</b>	<b>2024 €</b>
<b>Funding from statutory bodies</b>				
National Office for Suicide Prevention HSE		<b>496,844</b>		218,017
DCDE - Monaghan Project		<b>67,967</b>		98,566
DCDE - Missing Children		<b>90,116</b>		86,875
Regional Drug Task Force payments - RDTF NE 13 HSE		<b>88,235</b>		83,854
DCDE- Cavan Bounce Back Service		<b>127,672</b>		97,644
DCDE - Include Project Cavan Monaghan		<b>15,843</b>		12,153
HSE Digital Mental Health funding		-		4,000
Health Ireland Youth Mental Health		-		24,000
European Funding		<b>110,387</b>		150,767
TU Dublin		-		4,368
DCDE - Other		<b>424</b>		-
		<b>997,488</b>		780,244
<b>Other Charitable Income</b>				
St Patrick's Mental Health Services		<b>50,000</b>		50,000
Mental Health Reform		-		5,000
Other (includes unrestricted)		<b>1,426</b>		4,096
		<b>51,426</b>		59,096
<b>Total Income from charitable activities</b>		<b>2,018,210</b>		1,840,795

**\*DCDE, Dept of Children, Disability and Equality**

All income from charitable activities is restricted except for €787 which is included in other unrestricted income.

7. Other trading activities	Unrestricted funds 2025	Total funds 2025 €	Total funds 2024 €
Community events	266,705	<b>266,705</b>	245,019
Fundraising events	-	-	2,500
Sale of merchandise	-	-	431
<b>Total 2025</b>	266,705	<b>266,705</b>	247,950
Total 2024	247,950	247,950	

8. Investment income	Unrestricted funds 2025€	Total funds 2025 €	Total funds 2024€
Income from investments	7,358	<b>7,358</b>	2,098
Total 2025	7,358	<b>7,358</b>	2,098
Total 2024	2,098	2,098	

9. Analysis of expenditure on raising funds	Restricted funds 2025 €	Unrestricted funds 2025 €	Total funds 2025 €	Total funds 2024 €
Salary costs	-	884,348	<b>884,348</b>	822,087
Direct costs	-	263,057	<b>263,057</b>	285,353
Support costs	35,465	114,361	<b>149,826</b>	73,645
<b>Total 2025</b>	35,465	1,261,766	<b>1,297,231</b>	1,181,085
Total 2024	-	1,181,085	1,181,085	

10. Analysis of expenditure on charitable activities	Restricted funds 2025 €	Unrestricted funds 2025 €	Total 2025 €	Total 2024 €
Salary costs	2,875,222	-	<b>2,875,222</b>	2,889,103
Direct costs	602,348	-	<b>602,348</b>	643,816
Support costs	681,535	-	<b>681,535</b>	1,137,256
<b>Total 2025</b>	4,159,105	-	<b>4,159,105</b>	4,670,175
Total 2024	41,330	4,628,845	4,670,175	

11. Other expenditure	Restricted funds 2025 €	Unrestricted funds 2025 €	Total funds 2025 €	Total funds 2024 €
Depreciation	82,224	60,289	<b>142,513</b>	173,752
<i>Total 2024</i>	<i>102,669</i>	<i>71,083</i>	<i>173,752</i>	

12. Net surplus / (deficit)	2025 €	2024 €
Net surplus / (deficit) is stated after charging / (crediting):		
Auditor remuneration – statutory audit services only	<b>24,600</b>	24,600
Depreciation	<b>142,513</b>	173,752
Operating lease payments	<b>179,798</b>	176,945
Pension cost	<b>46,705</b>	39,883
Amortisation	<b>84,984</b>	27,718
	<b>478,600</b>	442,898

### 13. Taxation

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

14. Employees and remuneration	2025 €	2024 €
Salaries	<b>3,345,070</b>	3,314,473
Pension	<b>46,705</b>	39,883
Redundancy costs	-	5,519
<i>Social welfare costs</i>	<b>368,106</b>	<i>351,321</i>
	<b>3,759,881</b>	3,711,196

The average monthly number of salaried persons (including temporary fundraising staff) employed by the company in the year was 93 (2024: 95). An analysis of employee numbers at the year end is as follows:

	2025 No.	2024 No.
Services to children	<b>77</b>	79
Fundraising	<b>15</b>	15
Administration	<b>1</b>	1
	<b>93</b>	95

The company employs sessional staff to provide services only as required. The full-time equivalent staff numbers employed in the year was 76 (2024: 72).

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

	2025 €	2024 €
€50,001 – €60,000	8	9
€60,001 – €70,000	3	5
€70,001 – €80,000	4	2
€80,001 – €90,000	1	-
€90,001 – €100,000	2	3
€100,001 – €110,000	2	-
€110,001 – €120,000	-	-
€120,001 – €130,000	-	1
€130,001 – €140,000	-	-
€140,001 – €150,000	1	-

### Key management compensation:

Key management compensation:

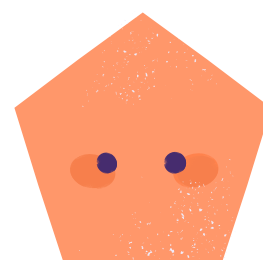
The compensation paid to key management personnel (which comprised of the CEO, Director of Services, Director of Finance, Director of Communications and Marketing, Director of People and Transformation, Commercial Director and Head of Policy and Public Affairs) for the year ended 30 September 2025 for planning, directing and controlling the charity is €687,772 (2024: €728,946).

The annual salary of the CEO is €118,833 and is set by the Remuneration Committee of the Board and submitted to the Board for approval. In addition, the CEO has an annual car allowance of €8,333 due to the travel involved in the post and received an employer pension contribution of €11,883.

### 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 (2024: €Nil).



16. Tangible fixed assets	Freehold Property €	Leasehold property €	Fixtures & fittings €	Computer equipment €	Total €
<b>Cost or valuation</b>					
At 1 October 2024	1,735,152	82,650	337,866	1,165,225	3,320,893
Additions	-	-	2,759	31,926	34,685
<b>At 30 September 2025</b>	<b>1,735,152</b>	<b>82,650</b>	<b>340,625</b>	<b>1,197,151</b>	<b>3,355,578</b>
<b>Depreciation</b>					
At 1 October 2024	24,455	82,650	222,039	1,132,249	1,461,393
Charge for the year	17,364	-	15,844	24,321	57,529
<b>At 30 September 2025</b>	<b>41,819</b>	<b>82,650</b>	<b>237,883</b>	<b>1,156,570</b>	<b>1,518,922</b>
<b>Net book value</b>					
At 30 September 2025	1,693,333	-	102,742	40,581	1,836,656
At 30 September 2024	1,710,697	-	115,827	32,976	1,859,500

## 17. Intangible assets

During the year the charity further developed its existing ispc.c.ie website, which included works on upgrading the parenting hub section of ispc.c.ie. The related capitalised costs represent the aggregate of the expenditure incurred in the development of both the overall ispc.c.ie and the parenting hub projects.

Website Development and Software €	
<b>Cost</b>	
At 1 October 2024	435,084
Additions	56,818
At 30 September 2025	491,902
<b>Amortisation</b>	
At 1 October 2024	27,718
Charge for the year	84,984
At 30 September 2025	112,702
<b>Net book value</b>	
At 30 September 2025	379,200
At 30 September 2024	407,366

18. Financial assets		Investments €
<b>Cost or valuation</b>		
At 1 October 2024		13,939
At 30 September 2025		13,939
<b>Net book value</b>		
At 30 September 2025		13,939
At 30 September 2024		13,939

The Directors have assessed the fair value of the investments and determined it is not material to adjust.

19. Debtors	2025 €	2024 €
Due within one year		
Trade debtors	38,551	29,368
Other debtors	28,186	33,236
Prepayments	201,918	155,042
Accrued income	483,971	1,331,740
Total	752,626	1,549,386

All debtors are due within one year.

20. Creditors: Amounts falling due within one year	2025 €	2024 €
Credit Cards	766	1,111
Trade creditors	60,476	83,936
PAYE	85,605	86,942
Other creditors	236,768	208,039
Accruals	43,390	277,074
Deferred income	121,853	152,368
	548,858	809,470

21. Deferred income	2025 €	2024 €
At 1 October 2024	152,368	65,481
Credited to Statement of Financial Activities	(152,368)	(65,403)
Deferred during the year	121,853	152,290
<b>At 30 September 2025</b>	<b>121,853</b>	<b>152,368</b>

Funds received during the year amounting to €121,853 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 2024 €	Income €	Expenditure €	Transfers in/out €	Balance at 30 September 2025 €
<b>Unrestricted funds</b>					
Unrestricted funds	4,402,396	4,511,673	(1,322,056)	(2,018,019)	5,573,994
<b>Restricted funds</b>					
Restricted funds	565,056	2,308,124	(4,276,794)	2,018,019	614,405
<b>Total of funds</b>	<b>4,967,452</b>	<b>6,819,797</b>	<b>(5,598,850)</b>	<b>-</b>	<b>6,188,399</b>

Restricted funds of €614,405 relates to five funders where monies were received for a specific purpose which include website development, childline backend architecture upgrade, Digital Mental Health and Wellbeing programme, Smart Moves, Participation work, non-violent resistance (NVR) therapeutic support, Parenting hub and promotion.

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

### 23. Analysis of net assets between funds

Analysis of net assets between funds – current period	Restricted funds	Unrestricted funds	Total funds
	2025 €	2025 €	2025 €
Tangible fixed assets	-	1,836,656	<b>1,836,656</b>
Intangible fixed assets	376,211	2,989	<b>379,200</b>
Trade investments	-	13,939	<b>13,939</b>
Current assets	240,193	4,267,269	<b>4,507,462</b>
Creditors due within one year	(1,999)	(546,859)	<b>(548,858)</b>
<b>Total</b>	<b>614,405</b>	<b>5,573,994</b>	<b>6,188,399</b>

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

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

	2025 €	2024 €
<b>Net surplus for the year (as per Statement of Financial Activities)</b>	<b>1,220,947</b>	161,708
Adjustments for:		
Depreciation charges	<b>57,529</b>	131,606
Amortisation charges	<b>84,984</b>	27,718
Investment income	<b>(7,358)</b>	(2,098)
Decrease / (Increase) in debtors	<b>796,760</b>	(1,100,917)
(Decrease) / Increase in creditors	<b>(260,612)</b>	399,891
<b>Net cash used in operating activities</b>	<b>1,892,250</b>	(382,092)

<b>25. Analysis of cash and cash equivalents</b>	<b>2025 €</b>	<b>2024 €</b>
Cash at bank and in hand	<b>3,754,836</b>	1,946,731
Total cash and cash equivalents	<b>3,754,836</b>	1,946,731

<b>26. Analysis of changes in net debt</b>	<b>At 1 October 2024 €</b>	<b>Cash flows €</b>	<b>At 30 September 2025 €</b>
Cash at bank and in hand	<b>1,946,731</b>	<b>1,808,105</b>	<b>3,754,836</b>
Credit card	<b>(1,111)</b>	<b>345</b>	<b>(766)</b>
	<b>1,945,620</b>	<b>1,808,450</b>	<b>3,754,070</b>

## 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:

	<b>2025 €</b>	<b>2024 €</b>
Due within one year	<b>161,927</b>	146,806
Due between one year and five years	<b>370,513</b>	433,773
Due after five years	-	38,750

## 29. Grant disclosure

In line with Circular 13/2014.

Name of the funder	<b>Tusla - Child and Family Agency</b>
Purpose of Fund:	<b>Staffing costs and provision of services</b>
<b>Grant value and term:</b>	
Total grant value	€ 969,296
Financial year	2024/2025
Received in the financial year	€ 1,091,149
Spent in the financial year	€ 969,296
Deferred at year-end	€ 121,853
<b>Restrictions:</b>	<b>As per outlined in Tusla Service Level Agreement</b>
No capital grants were received	

## 30. Related party transactions

During the year the charity received €50,000 funding from St Patrick's Mental Health Services (2024: €50,000). The CEO of St Patrick's Mental Health Services is also a Director of Irish Society For The Prevention Of Cruelty To Children.

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 2025.

## 31. Capital commitments

There were no capital commitments at the year end (2024: €NIL).

## 32. Contingent liabilities

There were no contingent liabilities at the year end (2024: €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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