

Supporting Children, Strengthening Resilience.

**Annual Report &
Financial Statements**
Year Ended 30 September 2022

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Directors and other information

DIRECTORS AND OTHER INFORMATION

Declan Hughes

(Chairperson. Retired 30th Sept 2022)

Patrick Barr

JP Donnelly

(Retired 30th Sept 2022)

Sally Goodwin

Mary Forde

Maureen King

(Appointed 04th Nov 2021)

Grace Kelly

Ian Brennan

(Appointed 23rd May 2022)

Kevin McHugh

(Chairperson. Appointed 30th Sept 2022)

Daragh MacAogain

(Appointed 26th Jan 2023)

Donal Murphy

(Appointed 15th Dec 2022)

PRESIDENT

Caroline Downey

CHIEF EXECUTIVE

John Church

SECRETARY AND REGISTERED OFFICE

Mary Forde

107 Lower Baggot Street

Dublin 2

CHARITY REGISTRATION NUMBER

20007225

CHY NUMBER

CHY 5102

COMPANY REGISTRATION NUMBER

15958

AUDITORS

Mazars

Chartered Accountants & Statutory Audit Firm

Harcourt Centre

Block 3

Harcourt Road

Dublin 2

SOLICITORS

Beauchamps

Riverside Two

Sir John Rogerson's Quay

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Dublin 2

BANKERS

Bank of Ireland

2 College Green

Dublin 2

Allied Irish Bank

62 St. Brigid's Road

Artane

Dublin 5

Chair and CEO's Foreword

We are pleased to present the Annual Report and Financial Statements of ISPCC for the period of October 2021–September 2022.

As we exited the hugely disruptive COVID period, it was abundantly clear that children and young people needed our services more than ever. They were greatly impacted at various points whether cut off from school, from family members and friends and from the sports, activities and milestone moments that can bring great joy to their lives.

During this period, we further tested our online delivery of services and concept tested some new interventions that will form an essential part of the portfolio of services under the newly repositioned Childline brand. Our volunteers and employees across the organisation once again went above and beyond to ensure that our services remained available to every child and young person who sought support throughout this time.

Despite the disruption caused by the COVID pandemic, we progressed at a pace our new strategic repositioning of our Childline service. Central to this was the roll out of our new visual identity and rebranding of our entire livery of materials, informed by children and young people. We also completed an overhaul of our Childline.ie and ISPCC.ie websites which have seen double digit growth in new users accessing supports in the last twelve months. The new online services, hybrid delivery of therapeutic interventions and community and schools' programmes that were piloted last year have all proven to be highly effective interventions in building children's coping capacity. Our core challenge at the start of our new strategy was to maintain relevance with our audience and thus far this has been hugely successful.

Our new 'Smart Moves' programme, a resilience-building schools programme

designed for 6th class and 1st year students and focused on the transition from primary to secondary, proved to be a great success with over 320 schools registered and completed during the year. We believe that having a constant presence in schools is fundamental to top-of-mind awareness of the Childline service. So, together with our Smart Moves programme, we redeveloped our Shield anti-bullying programme which will be available next year to every single school and club that wishes to put in place the tools needed to effectively deal with the ongoing issue of bullying.

Post-COVID anxiety continued to be a key issue presenting to our services, and our guided digital self-care range of programmes for young people, parents and carers, tested during the pandemic, were scaled up across the country. These programmes, designed by Silvercloud, include 'Space from Anxiety', 'Supporting an Anxious Teen' and 'Supporting an Anxious Child', and have proven to be a highly effective intervention for the many children and young people that are experiencing anxiety and whom we hear from every day on our 24hr hour Childline listening services.

Fundamental to the sustained delivery of our services is the ability to raise significant funds each year. With approximately 70% of our income relying on public donations and cognisant that the external landscape has changed, we completed a thorough review of our fundraising strategy. We implemented the changes identified in this review, changes that are required in order to achieve our ambitious fundraising growth expectations to support our goal of extending our reach to more and more children and young people. Core to this transformation was a fundamental

development of the skills and resources within the fundraising team needed to set ourselves up for future success and to enable us to tell our new Childline story.

A central part of the ISPCC strategy is the development of its people and the successful engagement of our teams is a key driver to realising our future vision. Both employee and volunteer engagement figures, as measured annually amongst our teams, has shown the highest levels ever achieved in the ISPCC which is a real asset for the organisation and testament to the commitment and resilience our people possess in pursuit of achieving our overall vision. To build on this engagement, the board undertook a review of its current office space in Dublin and future desire to introduce the best possible environment for our committed teams. The outcome of this review resulted in the single biggest investment that the organisation has completed in many years with the sale of both our offices in Dublin city centre and the upcoming purchase of a state of the art office space in the Dublin southside suburbs. With the move to our new office space anticipated in 2023, we will be introducing a hybrid working arrangement which offers greater flexibility for all our people in a growing competitive marketplace for talent.

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

We are hugely grateful to everyone who chose to support us at this challenging time and made it possible for us to provide our Childline

suite of services to children and young people. The high esteem in which our services are held was reflected in the much-needed generosity which was extended to us by corporate partners, creatives, media outlets, communities and individuals across Ireland who found innovative ways to come together, while staying apart. They helped us raise significant funds to ensure we could remain there for every young person, every day and night throughout the year.

We are also very appreciative of the support of the Department of Children, Equality, Disability, Integration and Youth and of Tusla Child and Family Agency in this period, as well as that of the National Office for Suicide Prevention, the National Drugs Taskforce, and a range of other statutory bodies which partnered with us in this period.

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

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

This year saw the introduction of a data analytics and accompanying reporting function which embedded a strong ethos of data-driven decision making within the Senior Leadership Team using our powerful Childline data, to support an enhanced approach to our fundraising.

The ISPCC is for children. It advocates on their behalf, to help make Ireland a better place to grow up. Online safety continued to be a primary area of focus for the ISPCC in this period. As a member of the National Advisory

Council for Online Safety, as well as through our regular addresses to the various Joint Oireachtas Committees, we achieved great success this year with influencing the Online Safety and Media Regulation Bill, including advocating strongly for the inclusion of an individual complaints mechanism. This will prove to be a significant win in our pursuit to safeguard children.

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

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

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



Kevin McHugh | **Chairman**



John Church | **Chief Executive Officer**



Year at a Glance – Key Impacts



Our Services

Childline Listening Services

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



119,110

answered contacts



95,103

phone calls
answered



15,871

online **live chat**
conversations



8,136

text
conversations

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

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

Childline Therapeutic Support Services



We supported **412 individual children and families** and achieved a **100% satisfaction rating** on our services evaluation.



Digital Mental Health and Wellbeing Programmes supported **227 participants** through a programme achieving a **98% satisfaction rating** in our service evaluation.

Childline Community Engagement

Smart Moves

Smart Moves now in its second year is being implemented by 10% of all mainstream primary schools with representation in all 26 counties of Ireland, reaching **12,549 young people** in **335 schools**.

Outreach Activities



We engaged with **2,466 children and young people** via our outreach services.



Childline.ie

There were **109,382 users** on **Childline.ie**. Users grew by 79% during this period. New content aimed at children and young people aged 13 years to 17 years of age was promoted on Instagram and contributed significantly to the growth in users.

Ask Alex, our problem section was one of the most visited sections. Topics that proved popular with children and young people included:

- Why it's never a good idea to send nudes (online safety)
- Toxic Friendship Groups (Relationships and friendships)
- Sexual orientation and gender identity terms (Sexuality and identity)
- How I feel (mental health and wellbeing)
- My rights (Rights)



ISPCC.ie

There were **116,921 users** on **ISPCC.ie** a decline of 1% on the previous year.

Apart from the homepage some of the most visited areas of the site included:

- Volunteering with Childline
- Missing Children
- Childline 24-hour support service
- ISPCC services
- Careers with ISPCC
- Donating to Childline services and supports



Childline Services Volunteers

The ISPCC Childline listening service had 150 volunteers throughout the year. These volunteers gave **28,432 volunteer hours** to Childline covering **7,108 volunteer shifts**.



Employee and Volunteer Engagement Levels

Employee Engagement increased from 83% in 2021 to **92% in 2022**
Volunteer Engagement retained at **91.2% in 2022** (91.6% in 2021)

New Services

A new service area was developed and launched in September 2022. This service further expands our Community Engagement work and will be delivered throughout 2022/2023.



Shield Anti Bullying Programme

100 organisations signed up to complete the Shield Self Evaluation Toolkit following our launch in September 2022.



Summer Camp for Ukrainian Children

During the summer of 2022 we ran five summer camps for newly arrived Ukrainian children across County Clare where 138 Ukrainian children in total aged between 5 and 8 across Kilkee, Ennis, Shannon, Ballyvaughan, Lisdoonvarna attended the camps

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

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

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

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

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

Our Purpose

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

Our Vision

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

Our Mission

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

Our Spirit

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

Our Spirit Behaviours is to act with COPE



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



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



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



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

Our Strategy Implementation

This year marked the first full year of our new strategy in action, central to which is the creation and delivery of new services through digital channels.

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

All of our frontline services for children and young people are now branded as Childline. Alongside our 24-hour active listening service, this year saw our work scale up across all platforms, communication channels and touch

points to ensure increased awareness of our availability for children. Our new visual identity and branding has proven very popular with children and the creation of new and engaging content for Childline.ie is paying dividends.

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



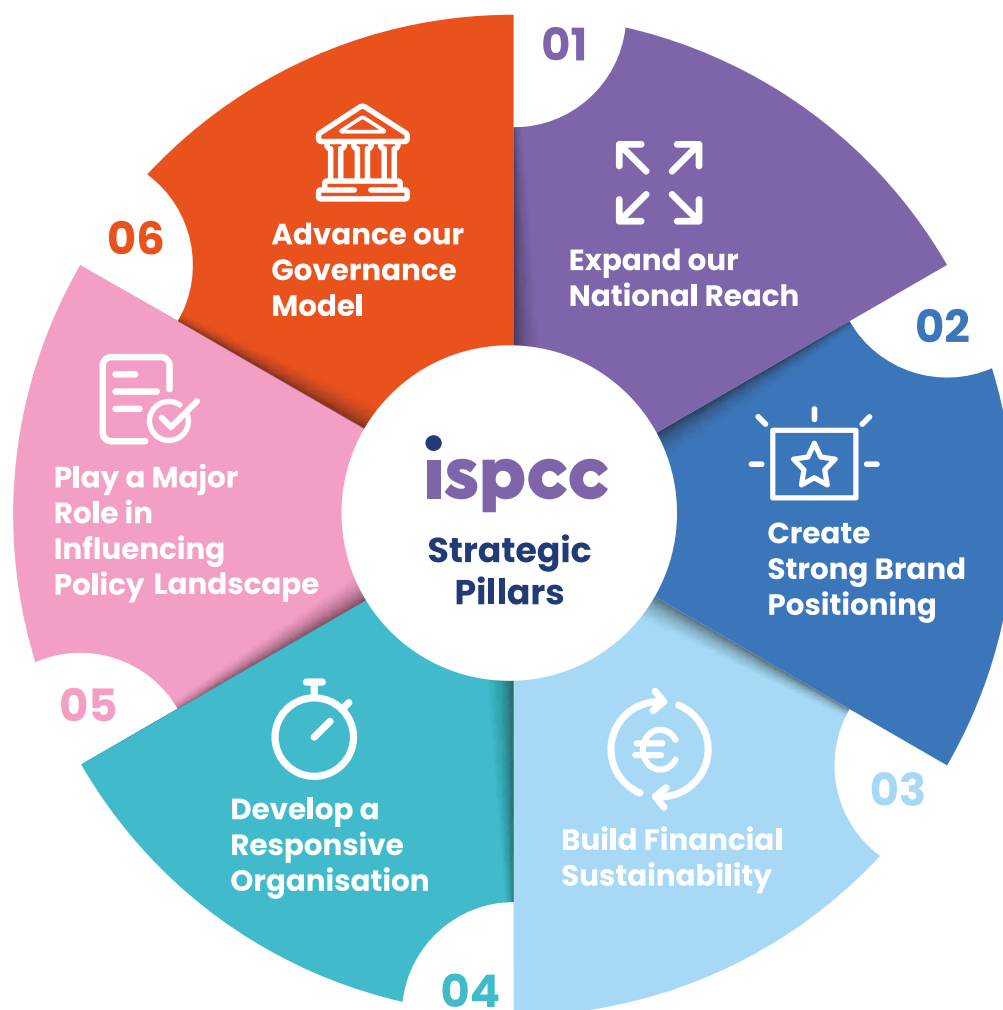
“It meant for me that I have someone close by to me, that I know they would help me with my problem, and I am very grateful for that help”.

Feedback from Participant



“She (my daughter) is able to talk more clearly about how she is feeling and will work together to problem solve instead of bottling things up”.

Feedback from Parent



Progress Against Our Strategic Pillars

Our Six Key Strategic Pillars 2020 – 2023

1. Expand Our National Reach

- The Childline Therapeutic Support Service continued to operate on a face-to-face, virtual and hybrid model of service delivery,
- We have also achieved an expansion of services through:
 - The increased engagement with primary schools, Year 2 of the programme has seen an increase in engagement of the Smart Moves transitions programme from a total of 51 primary schools in year 1 to now having 335 primary schools actively engaged with and delivering this programme across 26 counties.
 - The introduction of The Shield Anti Bullying Programme with 100 organisations signed up in its first year.
 - Increased the reach of our Digital Mental Health and wellbeing programmes, through the Silvercloud platform, providing accessible CBT (Cognitive Behavioural Therapy) -based interventions to children and young people with anxiety and parents of children and young people with anxiety.

2. Create a Brand Positioning

- The new visual identity continued to be embedded across all Childline marketing and communications material and touch points. Language utilised across all mediums was more relatable and inclusive.
- Much emphasis was placed on promoting self-care resources and information across our social media platforms with a particular focus on 13 – 17year-olds. This activity led to the growth in users on Childline.ie but also assisted in positioning Childline as a trusted safe space of and for children and young people.
- The range of content for our digital and social platforms to support children, young people, families and gatekeepers was enhanced further. Insights from our services and engagements with children and young people informed the diverse range of topics, tips and advice produced.
- A new children and young persons' digital campaign was developed which focused on 'unveiling the conversations' for those young people that currently utilise Childline's 24-hour support line. The purpose of this is to assist children and young people in their understanding about the universal nature of Childline services and supports, and to encourage them to reach out for any reason that may be on their mind. The campaign went live in December 2022.

3. Build Financial Sustainability

- Continued to develop our new Fundraising strategy and agreed new ways to fundraise with the public to support our work.
- Over the course of the year, we began to roll out our new strategy and focused our attention on creating a new fundraising narrative for the organization.
- Developed the fundraising teams' skills and updated our systems and work practices to ensure best practice in our work.
- Successfully engaged with many donors to ensure a healthy and sustainable fundraising mix including corporate supporters, grants, community, events and individual donors.

4. Develop a Responsive Organisation

- Fundraising Organisational Design (OD) continued with the appointment of Fundraising Commercial Director, Philanthropy and Major Donor, Campaigns, and Individual Giving lead roles.
- In parallel with onboarding new talent into our organisation, we focused on learning and development for our existing people, in addition to providing pathways for internal progression in ISPC.
- Annual Employee and Volunteer engagement surveys and action planning in teams.
- Worked together as "One Team" with Fundraising and Communications and Communications and Services coming together to deliver key projects and in addition we marked a return to in person meetings and cross functional working in workshops regionally delivering CPD, our business plan priorities and leadership skills (Insights).

5. Play a Major Role in Influencing Policy Landscape

- Influential in advocating for the provision of an individual complaints mechanism in the Online Safety and Media Regulation Bill by engaging with legislators and making submissions to the Expert Group examining the feasibility of same.
- Participated in a successful Safer Internet Centre national visit coordinated by European Schoolnet with a roundtable of key national stakeholders.
- Presented evidence to two government committees on children and young people's mental health.
- Invited by An Garda Síochána to be a member of the Expert Panel Review Group for implementing key recommendations from 'Supporting a Victim's Journey'.
- Continued to build and strengthen relationships at EU and International level to combat child sexual abuse online.

6. Advance Our Governance Model

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



“She is more easy going, more talkative, she has time for everyone rather than isolating herself. –She is more bubbly. External family members are noticing that she is back to herself”.

Feedback from Parent

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 2021 to 30 September 2022.

The ISPCC is constituted as a company limited by guarantee. The company is a registered charity under the Charities Act 2009 (Registered Charity Number 20007225) and holds Revenue Commissioner Charitable Status (CHY 5102).

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

The governing document of the ISPCC is its constitution, which is available on its website, [link here](#).

Objectives, activities and future plans

The ISPCC is for children and young people.

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

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

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

Our Future Plans

In 2022/2023, we will continue with our successful journey delivering a range of online services, hybrid therapeutic interventions, 24-hour listening service, Digital mental health and wellbeing programmes and community and schools' programmes, all under the Childline brand.

Continuing to deliver services digitally will ensure that we continue to make progress towards our goal of providing more services to more children and young people. Our key goal is that children can engage with us in a way that makes them most comfortable.

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

We will continue our repositioning and awareness building work with the intention of ensuring that children and young people understand the universality of Childline services and supports and are aware of the full suite of same available, in addition to the 24-hour support line. This will be realised by:

- Consistently promoting Childline's 24-hour support line with campaigns focused on 'unveiling the conversations' children and young people have online and on the phone with the support service and encouraging children and young people to reach out for any reason that may be on their mind.
- Publishing and promoting relevant, engaging and informative content guided by insights from children and young people.
- Enhancing the experience of visitors to Childline.ie and ISPCC.ie.
- Increasing our presence in schools, clubs and communities.
- Enhancing our share of voice in media relating to our key policy areas, service provision and insights from our work with children, young people and families.

Achievements and performance

ISPCC's Services Outcomes

The ISPCC works to realise its vision by providing a range of independent and unique services to children and families that are both preventative and empowering in nature.

The core aim of all of our services is to strengthen resilience among young people and to increase the capacity of families to meet the needs of their children.

All targeted work with families is preventative in nature, with the intention of building upon individual strengths and securing positive outcomes for children and families.

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

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

The objectives of our services apply across all service streams:

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

A. CHILDLINE LISTENING SERVICE

Childline is an active listening service and is available to young people online, by phone and by text 24 hours a day, 365 days a year. Childline provides a listening and non-directive service for all children and young people in Ireland up to and including those aged 18 years. We are non-problem focused which means young people do not need to have an issue or particular reason to call us. We encourage all young people to reach out and talk and it is our belief that talking is a key tool in building resilience and coping capacities in young people.

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

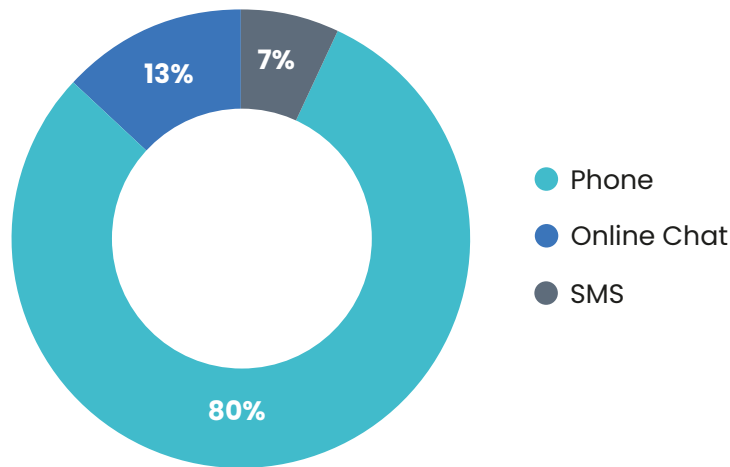
Information and resources are available for children and young people to access online at Childline.ie.

Key Insights:

In the period of October 2021 to September 2022, the Childline Listening Service received a total of 113,506 phone calls and answered 95,103 of these, representing an 84% call answering rate for this 12-month period (2020/2021 also 84%).

The Childline Listening Service responded to 15,871 online live chat engagements and 8,136 text engagements respectively. Where we have experienced growth is with the Childline website with 109,382 users which represents a 79% increase from previous year. Ask Alex was the most utilised section of the Childline.ie website.

Contact Methods to Childline Listening Service:



Overall, there was a reduction – as anticipated – in phone calls received by the service (26%). The levels of need as experienced by service users followed a similar pattern to previous years, where higher levels of need were recorded within the online-based services.

Topics Spoken About

While young people do not need a particular reason to contact us some of the most common topics spoken about by children and young people included:

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

Gender Profile

As with previous years the gender profile followed a similar trend, where females were the majority users on online based listening services and males the majority on phone calls.

Age Profile of Service Users

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

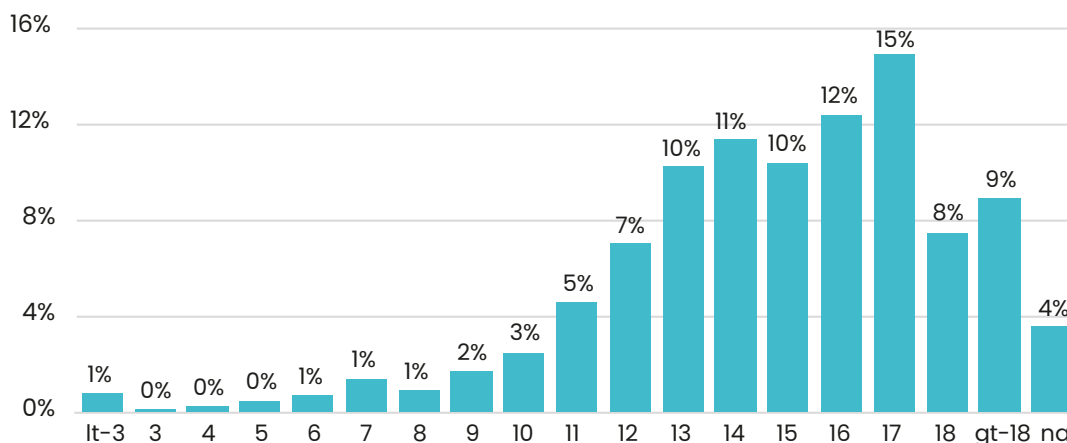
Children under the age of ten and those aged eighteen years of age showed a preference for contacting us by phone, while those in between showed a preference for seeking support by text or live online chat.

Ask Alex

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

- Ask Alex received 309 questions in 2021/2022. All responses are available to the public and this was the most visited section of the Childline.ie website in 21/22.

Age Percentage



B) CHILDLINE THERAPEUTIC SUPPORT SERVICE (CTSS)

The ISPCG offers a therapeutic resilience-based model of support to young people up to 18 years of age. We work on a one-to-one basis with young people who are experiencing emotional and behavioural difficulties due to identified causal factors. We also work with parents, supporting them in their parenting role.

Our service utilises the Edith Grotberg model of psychological resilience-building with a focus on three outcome areas of development, to include work on building Self-esteem and Self-worth, improving the young person's Self-regulation of behaviours and emotions, and increasing the Social-support options for the young person.

Our work is focused on identifying the young person's strengths and needs, developing their resilience and focusing on positive goals they would like to achieve. The CTSS works to realise its vision by providing a range of independent and unique services to children and families that are supportive, preventative and empowering in nature. Its empowerment model of supporting young people to build their resilience and coping skills is increasingly recognised as best practice in working with children and young people.

All our therapeutic support work uses trauma informed practice in our engagements, and

Adverse Childhood Experiences (ACE's) is core to our reflective practice.

All CTSS engagements are collated anonymously for data analysis purposes and can be broken down into numerous headings for service and impact reviews. This allows our CTSS to review the quantitative impact of the work completed both nationally and regionally.

Within the Childline Therapeutic Support Service, all young people help to identify their goals and co-construct the intervention plan by focusing on their strengths and needs. They are encouraged to participate fully, thereby increasing their sense of ownership of the work being done and increased likelihood of engaging as positively as possible.

All work with the young person is taken at their pace and weekly sessions are constructed to be as productive as possible. At the beginning of the work, the young person is asked to give a view of how they feel and what they would like to see change. All support is tailored to match the young person's needs.

The tailor-made intervention plan developed for the young person has a foundation of empowerment and achievable outcomes, which enables the young person to have a sense of success in their engagement with us. This helps to increase the young person's resilience to respond positively to any further difficulties they might experience.

When the work concludes, the young person is then asked to review how they feel and what benefits or positive changes they think has occurred. This can be done by direct verbal or written responses from the young person.

The results of this are then reviewed by us to see what, if any improvements can be made to the service. Young people's feedback is instrumental to our services and is the cornerstone of the work provided. Continuous feedback from young people allows us to review and tweak and service offerings to best suit the young person's needs.

The CTSS service provided 354 new individual families with a therapeutic support intervention representing a 17.5% increase in new referrals opened compared to previous year. Less referrals were carried over from the previous year, with 24 children and families that received support in the previous year, continuing to get support this year. In addition, 107 children and families were tracked in 2021/22.

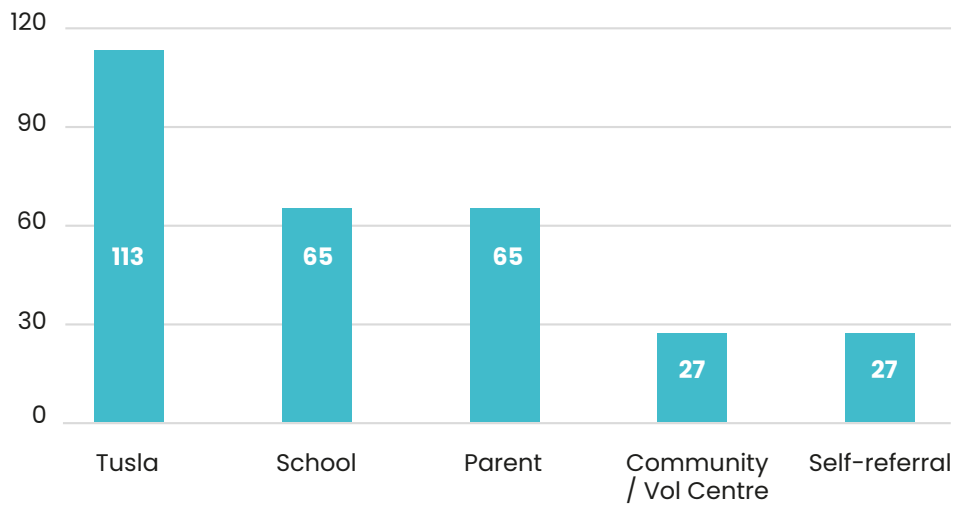
15 children and young people benefited from a brief intervention and 19 received a Top Up piece of work. These children and young people were previously involved with the service and either needed support with an issue they previously had or faced new challenges which had emerged within their family

Our Therapeutic Support Workers regularly attend case review meetings and case conferences as part of the work undertaken with families. In the past year, these workers have attended 15 such meetings.

The CTSS received referrals from numerous sources nationally, including statutory and non-statutory bodies, educational, mental health and well-being services, as well as directly from families keen to avail of our support.

Service Area	Number of Individuals 21/22
New cases opened (Oct 2021 to Sept 2022)	354
Cases carried over from the previous year who continued to receive a therapeutic intervention	24
Total Individual Cases	378
Top Up Support (1-2 sessions)	19
Brief Intervention (4+ sessions)	15
Total for Top Up & Brief Interventions	34
Overall Total	412

Top 5 sources of referral to service:

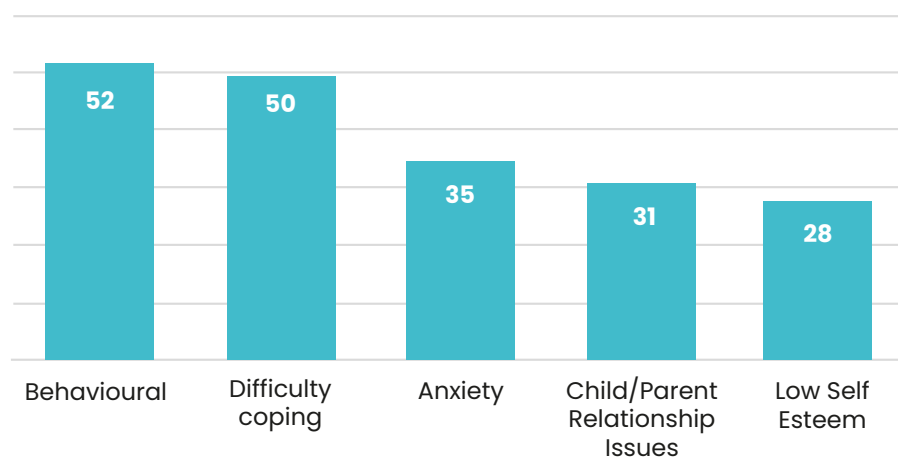


2021/2022 saw a similar continuation in the numbers of children and young people referred for anxiety, when compared with last year. However, it is worth noting that anxiety was listed as a secondary reason for referral in a number of cases, bringing it almost on a par with the top two reasons for referral this year. It is evident that children and young people are experiencing anxiety as never before and this is affecting their relationships and school experiences. Behavioural Issues, Difficulty Coping, the Child Parent relationship and Low

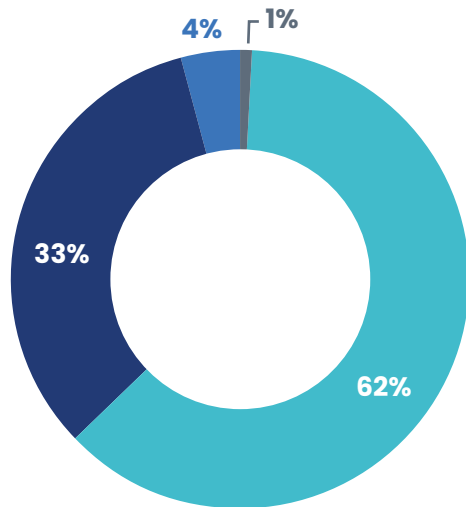
Self Esteem remain in the Top 5 reason for referrals in the past year.

All referrals into the Childline Therapeutic Support Service are assigned a Hardiker level of need. This determines the severity of the case and the needs to be met. While the CTSS works with all Hardiker levels, we predominantly engaged with levels 2 & 3. Cases that are assigned a Hardiker level 3 or 4 will often also have statutory supports in place to match the needs of the families and young person.

Top 5 Reasons for Referral



Hardiker level of Need Assessed prior to Intervention



- Hardiker 1: Universal Preventative Services.
- Hardiker 2: Therapeutic Support for Children and Families.
- Hardiker 3: Therapeutic Support for Children and Families with Severe Levels of Need.
- Hardiker 4: Intensive Long Term Support & Protection for Children and Families.

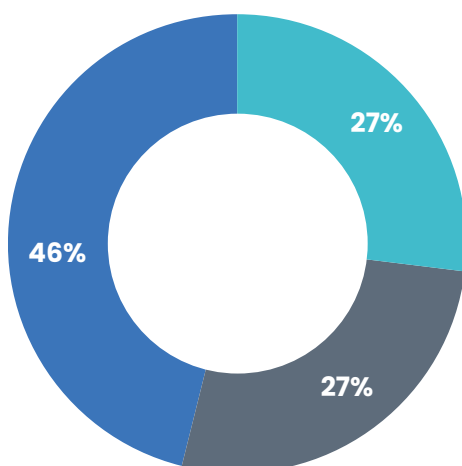
How We Provided Support

Post Covid service delivery has seen an increase in the numbers of young people engaging in face-to-face work (46%), 27% of clients engaged through e-therapeutic support and 27% choosing a hybrid model of delivery receiving a combination of both face to face and online engagements.

Service Evaluation:

The ISPCC is a leading organisation when it comes to evaluation of services. Each young person, their parent/guardian, and a stakeholder engaged in our services is asked to complete our online What Works Outcomes Evaluation Tool (WWOET).

Mode of Service Delivery



- Combined: Face to Face & E-Support Engagement
- E-Support Engagement
- Face to Face Engagement

This gives the young person/parent the opportunity to:

- Uniquely input into what they want to achieve from the service.
- Measure their social skills.
- Measure their psychological resilience.
- Measure their emotional well-being.

When a young person completes our support work programme, we use the information from the WWOET, together with staff member observation (and additional standardised evaluation tools) to assess if the goals have been achieved according to the Kirkpatrick Model of change which has 4 levels of identified change:

Level 1: Satisfaction with the service and willingness to engage.

Level 2: An increase in the young person's knowledge and understanding of their behaviours and/or situation.

Level 3: A behavioural level of change whereby the young person takes their increased understanding of their situation and this brings about a change in behaviour and makes a productive change to their day-to-day life.

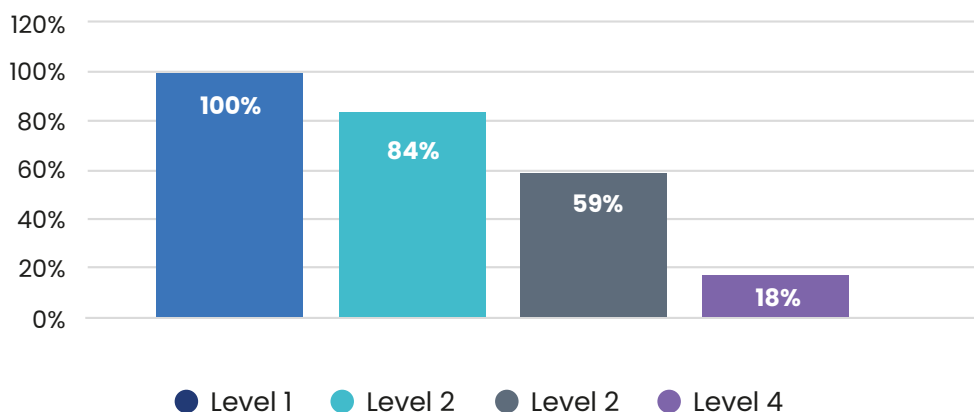
Level 4: A Community level of change whereby identified stakeholders in the young person's life can report back on the observed improved behavioural level of change achieved in level 3.

We achieved a 100% satisfaction rating (Level 1), 84% achieved level 2 change, 59% a level 3 change and 18% achieving a level 4 change as a result of the intervention received from the ISPC.

These reviews of impact and change achieved allow us to determine the achievement of Key Performance Indicators and to continuously review the work on offer to young people and make any changes necessary. All Childline Therapeutic Support Staff receive monthly supervision where cases are reviewed, and clear supports are identified for the young person.

While outcomes achieved and the impact of the interventions were incredibly positive, it was also very clear that the different modes of service delivery did not impact on the level of positive outcomes achievable. Positive impacts reached in face-to-face service interventions were matched by those seen in the e-therapeutic support interventions and in interventions delivered on a hybrid basis.

Kirkpatrick percentage Levels of change achieved after intervention



Group Work

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

This year saw an increase in the number of Non-Violent Resistance Programmes facilitated. In addition, 2022 saw the return of the *Bouncing Forward* Group work following the Covid pandemic. In 2021/2022 a total of 7 Groups were facilitated across the country.

Non-Violent Resistance Programme

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

62 individuals participated in ISPCCC Group work Programmes in a 12-month period, this does not include the Ukrainian summer camp noted below.

Bouncing Forward

We were delighted to see the return of our bespoke Resilience Groupwork *Bouncing Forward* this year. In March 2022 a group was facilitated with 6 young people. As with all our work, this programme works to increase a young person's resilience to life's difficulties. One of the unique properties of this group work is that parents participate in a number of the sessions, to help support their children and build an improved parent/child dynamic.

Play Therapy

Our Mayo service facilitated a group work in the summer of 2022 with 6 children using play therapy to support them with worries and or low-level anxiety. In the group work, activities focused on increasing confidence and self-esteem using lots of fun and creative interventions.

Summer Camp for Ukrainian Children

As well as the Groupwork programmes outlined above during the summer of 2022, we were approached by Tusla to co-ordinate the provision of five summer camps for newly arrived Ukrainian children across County Clare. The aim of the camps was to support the children's English and school readiness through interactive fun and games in a trauma informed way. The summer camps also offered the children the space to express their emotional needs through play and activities.

The camps were a great success and there was a lot of learning on the impact of war and conflict trauma on children. A report was compiled for practitioners and funders in Clare which highlighted the mental wellbeing observations of the tutors as well as further recommendations to support the wellbeing of young Ukrainian children.

138 Ukrainian children in total aged between 5 and 8 across Kilkee, Ennis, Shannon, Ballyvaughan, Lisdoonvarna attended the camps. The project was made possible with funding from Clare CYPSC in partnership with the Clare Local Development Committee.

National Involvement with Meitheal

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

We have been hugely supportive of Meitheal since its development. In the past year, 28 of the young people we worked with were involved in the Meitheal process and 56 meetings were attended by support workers. ISPCCC staff acted as Chair on one occasion in a Meitheal process which took place over this 12-month period.

In the past year ISPCCC assigned supporter workers delivered fifty-five lead practitioner sessions as part of the Meitheal process. A lead practitioner identifies a child's and their family's needs and strengths and then brings together a 'team around the child' to deliver all necessary support.

Digital Mental Health and Wellbeing Programmes

The ISPCCC was delighted to continue to offer the digital mental health and wellbeing programmes through Childline. The three programmes are created by the digital mental health provider Silver Cloud. Their delivery by Childline this year was again supported financially by the HSE: National Office for Suicide Prevention.

Three programmes delivered in 2021/2022:

YOUNG PEOPLE

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

PARENTS AND CARERS

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

- ii 'Supporting An Anxious Child' for parents/carers of young people between the ages of five and 11 years old.
- iii 'Supporting an Anxious Teen' for parents / carers of young people between 12 and 18 years old.

The programmes are based on the principles of Cognitive Behavioural Therapy (CBT) that incorporate mindfulness practices and are

specifically designed to assist in managing anxiety. They are accessible 24/7 – allowing young people, parents and carers access to material at a time that suits them from their own home.

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

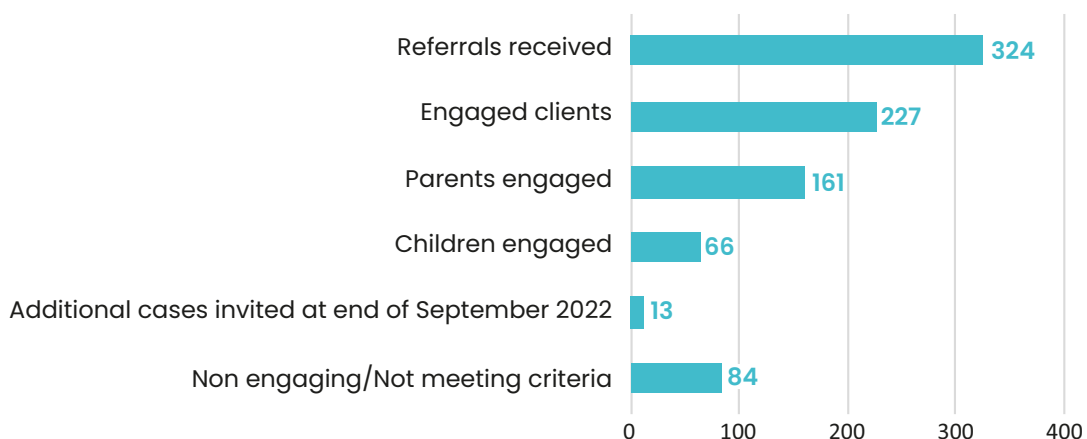
A total of 324 referrals were received to these digital programmes. Of these, 227 service users engaged in the programmes. At the end of September 2022 an additional 13 invites have been sent out to invite young people/ parents to engage in the programme.

The overall satisfaction rate as received from service users of all programmes was 98%.

Referrals for these programmes were invited nationally and were expanded to include the Child and Adolescent Mental Health Service (CAMHS), GP's and schools nationally. Referrals are received by email to spacefromanxiety@ispccl.ie for schools and CAMHS services and through Healthlink from GP's.

In 2022/2023 we plan to extend the reach of this service by increasing the number of children and parents supported. This will be achieved through the use of our Childline Volunteers who are now trained to act as Supporters on the delivery of these digital programmes.

Kirkpatrick percentage Levels of change achieved after intervention



C. CHIDLIN COMMUNITY ENGAGEMENT

Smart Moves Programme

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

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

The *Smart Moves* School Transition programme is now in its second year. 2021/2022 has seen a massive growth in registration for the programme. The expected sign-up of 100 schools was far exceeded with 335 schools now currently participating. This growth in demand demonstrates the need for such a programme.

Smart Moves is now being implemented by 10% of all mainstream primary schools with representation in all 26 counties of Ireland.

Currently, the ISPCCC has a PhD student conducting a study on the impact of the *Smart Moves* programme in an Irish context. This study will measure the impact *Smart Moves* has on the student's resilience and coping ability when compared to no emotional & wellbeing transition programme taking place within the classroom.

2021/2022 also saw the *Smart Moves* programme launch our 1st year of the secondary school programme with 18 secondary schools taking part.

The ISPCCC has always endeavoured to reach children where they are at, supporting them with the issues of their time. We are aware through our listening services and Therapeutic Support Services that school anxiety and mental health & wellbeing are at the forefront of people's thoughts. The first life transition for so many can be a testing time of a person's capacity to cope. *Smart Moves* aims to help young people address these concerns, increasing their chances of making a successful transition and support them to

become happy and thriving and resilient young adults.

PROGRAMME IMPACT

Smart Moves is a universal class programme of evidence-based short sessions to develop small learnable skills that increase resilience. It is based on the Resilience Framework and ideally runs with the whole class and is facilitated by their teacher.

This programme has been evaluated in the UK. While research on *Smart Moves* is still in its infancy in the UK, the research done to date is proving that the programme builds the resilience of young people who currently demonstrate low resilience, and creates awareness among school staff of the importance of resilience building in young people.

Shield Anti-Bullying Programme

The Shield Anti-Bullying Programme launched in September 2022. It is a pro-active response to bullying. The programme aims, over the next 12 months, to disseminate knowledge and provide an evidence-informed self-evaluation tool and education programme, aimed at the prevention and intervention of bullying in the community and nationally.

The ISPCCC had identified a need in the supports being offered to adults working on behalf of and with children and young people on how to prevent and intervene effectively when bullying occurs. The ISPCCC are in the position to take action and address the needs children and young people are telling us about (through our Childline Listening and Childline Therapeutic Support Services) regarding bullying.

We have combined our expertise and experience in research and delivery of school-based programmes to create a hub/programme of the most up-to-date evidence and research on bullying and distil it in an accessible step-by-step guide of what people need to know about bullying.

The purpose of Shield is to facilitate and aide allies on behalf of children and young people in the prevention and intervention of bullying. To provide adults in positions of responsibility, such as teachers, coaches, or Youth Club Leaders, with the knowledge and know-how,

based on the most up-to-date research – on how to respond to and prevent bullying or what works when dealing with and preventing bullying.

Process of Shield Self-Evaluation Tool

What will make Shield unique compared to other Anti-Bullying Programmes, is the digital approach to implementation of the Self-Evaluation Tool that can be completed online. This will enable organisations to access the evaluation tool for free, to complete it at their own pace online. Our self-evaluation tool acts as a living document, that will constantly be updated when needed depending on latest research and findings.

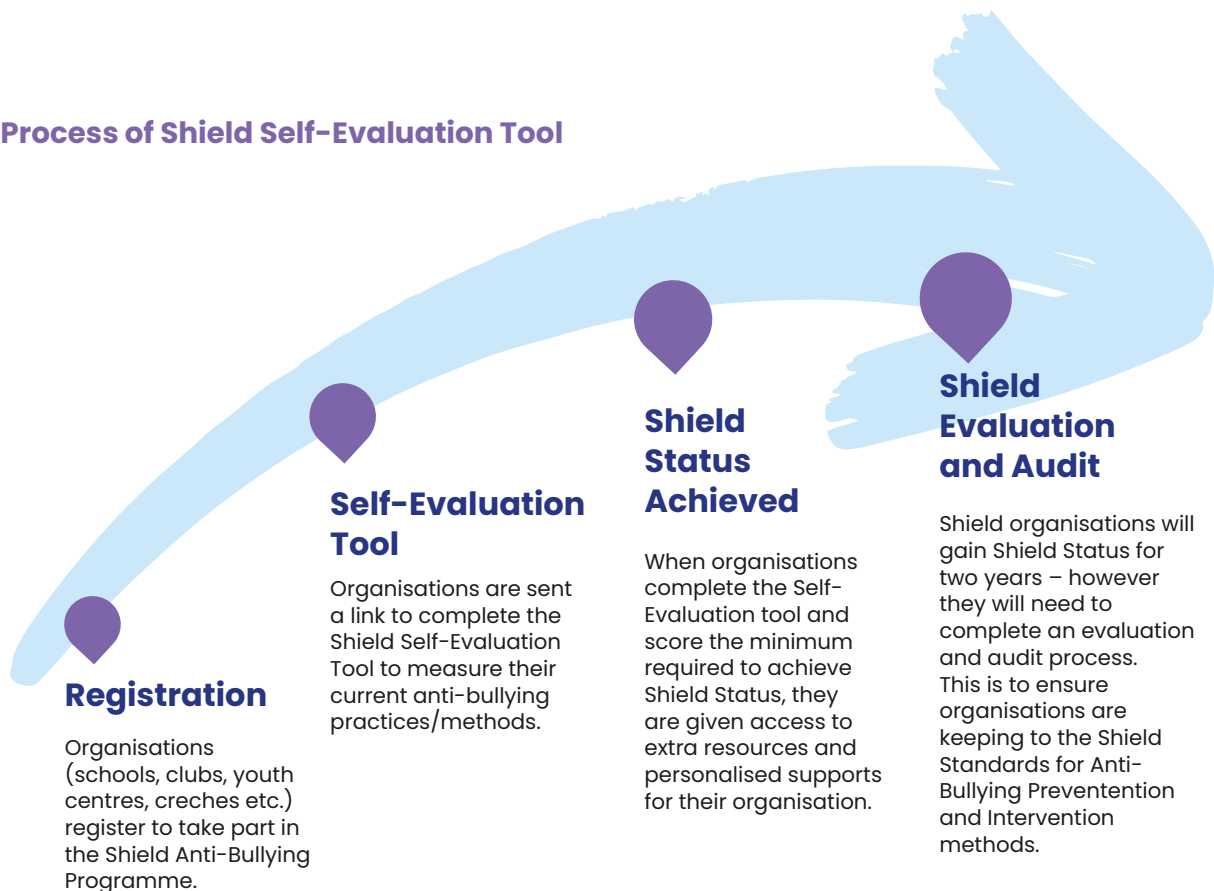
While we had a target of having 50 organisations register to complete the self-evaluation tool at the end of September 2022, we surpassed this number with 100 organisations signing up to take part by November 2022. This means that over 3,204 children across the country will benefit directly from the ISPCC Shield Programme over the next 12 months.

Parenting and Community Supports

The Parenting Hub on the ISPCC website at ISPCC.ie publishes content in relation to parenting and parenting support on a range of topics. The parenting hub section on the website had 5,014 engagements in 2021/2022. The top five topics of content accessed were:

Top 5 Topics Viewed
Abuse & Bullying
Mental Health
Parenting
Ukraine Articles
Home, Family & Friends

Process of Shield Self-Evaluation Tool



Webinars

During 2021/ 2022, a series of four webinars titled, "Growing Resilience through the Ages" was researched, developed, and delivered. The series was run in partnership with Calpol. The webinars had a primary focus on the area of resilience. Recordings of the webinars were made and have been viewed 368 times to date.

Webinar Title	No. of participants
Supporting You & Your Child Develop Resilience	115
Building Resilience in the Early Years: 0-6 Years	88
Middle Childhood Building Resilience: 7-12 Years	102
Never too Late to Develop Resilience 12+ Years	63
Total	368

Additionally, a Childline Breathing & Relaxation Techniques video was also developed and recorded in partnership with ESB. This supportive video achieved 109 views. Regulation videos on the Childline.ie website on "Creating a Personal Positive Mantra", "Grounding Techniques" and "Hand Scan relaxation technique" were sub-titled in Ukrainian, and these were viewed 96 times.

Childline Outreach Programme

Our outreach programme brings information about Childline's services to schools and community groups throughout Ireland. Through contacts, requests and following on from referrals, ISPCCC employees and volunteers attend events to familiarise members of the public with services provided.

A total of **2,466** children were engaged with on a face-to-face basis through outreach activity. Our digital outreach video published on our website with the title 'What is Childline?' received **539** views.

In addition, over 40 schools attended the Transition Year Roadshow in Thomand Park in Limerick, over 80 schools attended the Schools Summit in Mayo, over 30 schools attended

the Drogheda Drugs & Alcohol Seminar and approximately 200 people attended the Mental Health Awareness, Cycle Against Suicide event in Cork

Support Line

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

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

The Support Line received 108 calls in 2021/2022: The top five reasons for people contacting the support line were:

- mental emotional health.
- information requested .
- abuse.
- family relationships.
- looking for legal support around family separation.

Parenting Support Champions Project

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

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



Fundraising

Overall, this was another monumental year, carrying significant changes to the fundraising landscape as we continued to navigate our way through the pandemic. In order to develop and change with these new ways of working, the ISPCCC continued to change its fundraising programmes.

As a charity, we are heavily dependent on the general public's kindness through our fundraising and could not achieve all that we do without this support.

With approximately 70% of our entire income dependent on the public, this income was driven predominantly through the generosity and loyal support of many individuals and families, alongside corporate partnerships and initiatives, events, community engagement, and grant and trust funding. We are eternally grateful to everyone who give their time, money and talent to help us achieve our objectives and support us in providing our services to children and young people.

Some milestones for the year include our continued work with our corporate supporters

including Ryanair and Woodies as well as Keeling's Fruit, and Avolon. The way we engaged with our donors continued to be a priority, and high-quality donor stewardship was at the heart of all our work. All of the support we have received has enabled us to progress our service delivery to ensure we can be there for any child who needs us, no matter what.

Unfortunately, due to ongoing Covid-19 restrictions in the first quarter of our new financial year, the 2FM Xmas Ball held in the 3Arena in Dublin was cancelled for a second year in a row. This resulted in the loss of significant income. However, we continue to respond and adapt to the needs of young people and received huge support from our partners and donors throughout the year.

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

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

We would like to acknowledge and thank all our supporters and donors for your unwavering support. Without you, we simply could not be there for the children and young people who need us. Thank you!

PARTNERS & TRUSTS

The ISPCC is deeply grateful for the support that its Childline suite of services received from our generous donors and partners. Over the last twelve months we were delighted to be awarded several grants in support of our work including RTÉ, The Community Foundation, The Ireland Funds and The Ireland for Ukraine Fund. Vodafone Ireland continues to support Childline in a number of ways, not least by providing free calls to all who contact our listening service, as well as through support for our Digital Ready Hub.

Our partnership with Woodie's continued this year and proved to be very successful thanks to the generosity of their team in all 35 stores and head office support.

Furthermore, our partnerships with Ryanair, The Property Race Day, Keelings Fruit, Avolon, Calpol and Revolut helped to ensure our services were always there to listen and support any child or young person throughout the year.



We would like to extend a special thank you to The Quinn Family Foundation for their "Support Childline for a Day at Christmas" initiative, raising €120,000 in December 2021.

We would also like to express our sincere gratitude to our long-standing supporters including, our ISPCC President, Caroline Downey and the team at MCD for their encouragement and support throughout the year. Also, to Matheson, Musgraves, RTÉ, Ticketmaster, Brown Thomas MCD and Hozier – all of whom contributed significantly to ISPCC through campaigns and generous donations.



GRANTS & TRUSTS

We are delighted to have been awarded €75,000 from the RTÉ Toy Show Appeal. A massive thank you to RTÉ and The Community Foundation for Ireland. This funding will enable us to launch our Shield Anti-Bullying programme which aims to support organisations to proactively manage bullying and protect children and young people through prevention and intervention strategies.

A special thank you to both The Ireland Funds and The Ireland for Ukraine Fund who awarded funding to support our services helping Ukrainian children and their families in Ireland who have fled their homes to escape the war.

FACILITATED BY

**Community
Foundation
Ireland**



VODAFONE

While the ISPCC is no longer a principal partner of Vodafone Ireland the organization continues to support the ISPCC in several ways.

Since 2016, Vodafone has covered the cost of Childline's free phone number to its 24-hour support service to ensure every child and young person who seeks support can do so without worry of cost.

Many Vodafone employees have continued to commit as regular donors through payroll deduction, which is an extremely supportive gesture that ensures continuous funding for our services.

Following the successful launch of the ISPCC's Digital Ready Hub in March 2021 with the support of the Vodafone Ireland Foundation, the focus this year was on enhancing the range of resources available on the hub. A series of new videos and articles were produced to help equip parents and carers with the tools they need to guide children safely through their online endeavours. The Digital Ready Hub was promoted across our digital channels as a destination for trusted information on how we can all support children and young people to have positive experiences online.

The ISPCC has partnered with Vodafone Ireland Foundation and DCU Antibullying Centre on their new online safety app – TOZI. Users of the TOZI app will be signposted to Childline's 24-hour support line, and content produced by Childline will be available on the app which is due to be launched in early 2023.

Vodafone Ireland continued to support the ISPCC's policy work relating to online safety and were represented on the ISPCC's Online Safety Advisory Group.

We would like to take this opportunity to thank everyone at Vodafone Ireland for their support and dedication to the ISPCC.

RYANAIR

Ryanair continued its tremendous support for Childline over the last year.

The cumulative support from Ryanair to the ISPCC over the past five years has been a huge commitment from Ryanair and all their staff. The support has come through corporate donations, employee fundraising and customer-facing campaigns.

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

Ryanair's support has made a significant difference in helping Childline to support any child or young person that comes to us seeking help.



KEELINGS

Keelings once again supported the work of Childline and promoted the partnership through their on-pack promotions. This support not only raised funds but also raised the profile of Childline among Keelings' customers and children through its presence in stores and in the home. Without the support of Keelings we simply could not do our work in supporting children and young people.

WOODIES

We are hugely grateful to Woodie's for choosing Childline for the 4th year as one of four charities to benefit from the 2022 **Woodie's Heroes** campaign. Woodie's employees, customers and suppliers throughout Ireland reached their fundraising target and once again raised substantial funds and awareness for Childline.

The highlight of the campaign was a Woodie's Heroes Cycle which saw teams of cyclists from employees of Woodie's stores set off on a 1,000km trip around the country to the 35 Woodie's stores in Ireland, raising over €120,000 for Childline along the way.

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



AVOLON

Avolon continues to support our Smart Moves programme. We are hugely appreciative of their confidence in our vision for this programme and their continued funding that contributes to its success.

Now in its third year, our partnership has helped to fund the development, pilot and roll out of 'Smart Moves' which is supporting children during what can often be a particularly challenging time of transition from primary to secondary school.

After our successful pilot in 2021, we are now working with over 300 Schools across Ireland, a significant rise on the previous year.



JOHNSON AND JOHNSON IRELAND

ISPC thanks Johnson and Johnson Ireland for supporting again in 2022. Under their Calpol brand Johnson and Johnson (Ireland) Ltd supported our Childline Listening service by donating €25,000.

This funding is supporting the ISPC Childline's online service to grow its capacity to deliver services to children throughout the country.

RTÉ 2FM GOLDEN TICKET COMPETITION

Despite the cancellation of the annual Xmas Ball for a second year due to the ongoing pandemic, RTÉ 2FM and MCD came together once more to run the annual Golden Ticket competition in aid of Childline. This incredible competition offers the amazing prize of two tickets to every 3Arena show and MCD festival and concert for a whole year. This initiative was made possible thanks to the unwavering support of 2FM and MCD and Caroline Downey, who always go above and beyond in their support for the ISPC.

HOZIER

We continued to receive the royalties from Hozier's performance of *The Parting Glass* on The Late Late Show in March 2020. We received almost €18,000 over the course of 2021/2022 and would like to thank Hozier for his ongoing support throughout the year.

ISPC CHRISTMAS HOLLY CAMPAIGN

With students following all Covid-19 protocol, the 2021 Christmas Holly Pin campaign returned. Transition Year school pupils from all over Dublin raised over €19,000 by cheerfully selling Holly Pins throughout December. ISPC is grateful for all the fantastic support we received.

REGULAR DONORS

Throughout the year our regular givers continued to support us during what has been a difficult economic and social landscape. This meant that the organisation had a solid level of support from donors that enable us to build and expand our services based on the needs of young people.

We continued to find ways to grow the number of regular givers – while also focusing on nurturing and highlighting the level of impact that these donors have on our services and the those, we support every day.

We take our role seriously and ensure that we let donors know the impact and importance of their and impact through meaningful communication.

The entire organisation is extremely grateful to all of our donors for their continued support, kindness and generosity to our cause.

Finally, a big thank you to all of our donors who donated over €250 or more to us in the last year and returned their CHY3 forms, and therefore qualified for our Tax Back campaign. The team worked extremely closely with our donors to communicate the importance of this Revenue refund scheme, and how it's such a vital way of fundraising for the organisation.

LEGACIES

Leaving a legacy gift is a wonderful way to support children and young people across Ireland for years to come. The generosity of any individual who choose to leave a lasting gift to ISPC is deeply appreciated.

In this financial year, we received in excess of €300,000 in donations through legacies.

Legacy gifts are unique in that they are often unrestricted donations and ensure we can continue to fund our all our Childline suite of services for generations to come. They have a lasting impact on the wellbeing of children and young people and ensure we can be there to support anyone who needs it.

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

COUNTERTOP COLLECTION BOX

We are extremely grateful to all the retailers and commercial outlets the length and breadth of Ireland who continue to support us through counter box collection.

Over the next year, we will incorporate this income stream in line with our new Community fundraising strategy, focusing on key areas to show impact.

We would like to acknowledge and thank the retailers and the public for their continued support with this work.

COMMUNITY SUPPORT

Over the course of the last year thousands of people across the country took on fundraising challenges and held fundraising events all in aid of Childline. Community groups, clubs and individuals took part in many activities – they walked, cycled, climbed mountains, ran marathons, held daily Christmas light shows, worked out at home and in their garden and helped us tell children and young people throughout Ireland that there is always someone there to listen. We would like to express our heartfelt thank you to everyone who took part in the fundraiser over the last year.

While it is impossible to name you individually, please know that your combined efforts have made a difference to the lives of children and young people. You inspired us every day with your commitment and energy to supporting Childline.

VOLUNTEERS

ISPC's fundraising volunteers are a vital and integral part of the fundraising team. Hundreds of volunteers drive community fundraisers and events at every level – from bake sales to selling Ponchos, and many other types of fundraising activity.

Our fundraising volunteers made the return to in-person fundraising events in late 2021, standing out in the cold, rain and sunshine to raise vital funds. This included selling ponchos at festivals and concerts over the summer. Thanks to MCD and all our wonderful volunteers this was our most successful year yet.

We are incredibly grateful for all these tremendous efforts by our inspiring and valued volunteers.



People and transformation

Mapped against the pillar of our strategy **Developing a Responsive Organisation**, our people plan is focused on four key areas

1. Inspiring Leadership

We empower our people, building their leadership skills and developing our internal talent to grow and develop to be the best version of themselves to support the work we do for all children. To support and accelerate our strategic ambitions in fundraising and services, we recruit new talent with skills and competencies aligned with ISPCC behaviours.

2. One Team

We foster a **One Team** environment, encouraging cross functional collaboration, and working together across locations to achieve the best outcomes for children.

3. High Performing Organisation

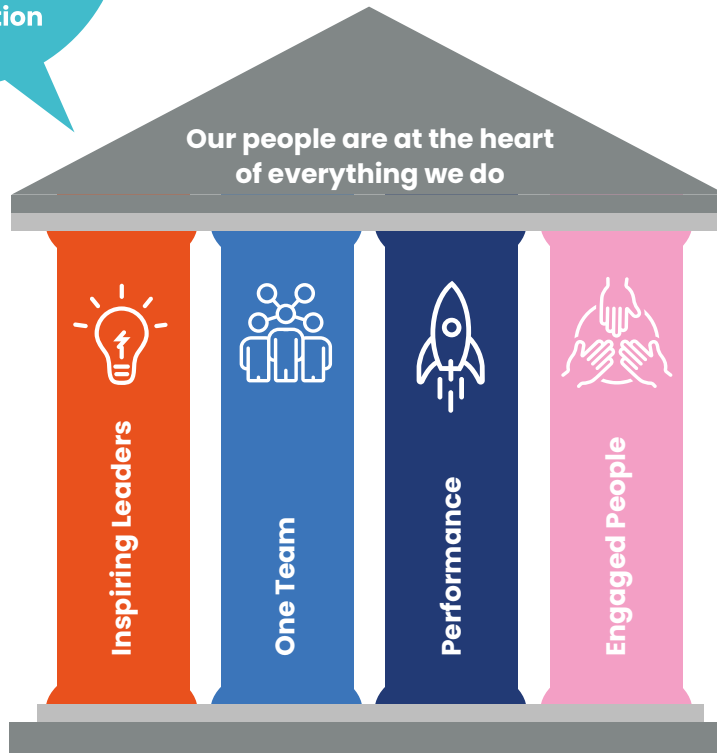
We embed a high-performance culture across the ISPCC, through empowering and supporting our people. Through best practice supervision, building a feedback culture and the provision of learning and development, we work to achieve the highest performance standards to provide the best outcomes for children.

4. Engaged People

We continue to listen to our people, conducting annual employee and volunteer engagement surveys, to monitor and maintain high levels of engagement across the ISPCC.

Another year of Transformation in ISPCC

Our People and Transformation journey continued this year. As we began to emerge from the challenges of the COVID pandemic, our people across the ISPCC continued to work tirelessly to support our overall mission **“that every child who wants to connect with us, can, when and how they want to.”** With the changing landscape for Children, the ISPCC needed to remain relevant for Children and we needed to be agile to pivot services. Over the past twelve months, the ISPCC have experienced unprecedented change all across the organisation.



Inspiring Leadership

- ISPCC Values & Behaviours
- Empowered Leadership
- Growth Mindset

One Team

- Work cross functionally
- Collaborative mindset
- We role model agile/flexible working

ispcc

High Performing Organisation

- We attract the best people
- Grow and develop our talent
- Best practice recruitment

Engaged People

- Engaged and energised
- Employees and Volunteers
- Employee Wellbeing

Moving out of our Head Office in Dublin

As COVID restrictions started to lift, the ISPC head office in Dublin went on the market. As soon as contracts were exchanged on the sale of the buildings, we began the process of **moving out** of our Dublin offices on a phased basis starting with Number 29 Lower Baggot Street. This was completed by the end of July 2022. Many of the Dublin employees continued to work in a hybrid way, while others were facilitated in the adjoining Number 30 Lower Baggot Street building, mainly members of the fundraising team.

In parallel, a task force which we named the **"ISPC Space Team"** was formed with representatives from across the organisation. The purpose of this group was to support the selection of our new space. It was also to consider the look, feel and design of our new space, aligned to what our future work could look like. The group examined heat maps of our employee and volunteer base, in combination with locations which would fit the budget. These forums were particularly useful in gaining feedback from our teams and also **creating engagement around the change**.

Strengthening and Building our Teams

Our Organisational Design (OD) focused on building and strengthening the fundraising team continued as a key People priority for 2021/2022, with the creation of new roles with skills and capabilities needed to create a sustainable fundraising model for the future. In the past twelve months, six roles were appointed in the Fundraising team including **Philanthropy and Major Donors, Campaigns, Donor Care and Corporate Partnerships**.

After many long years of valuable service to the ISPC, two long serving employees in our fundraising team retired from the coin collection team. Like many in our sector, dependency on coin collections was winding down and our Fundraising Strategy reflected this. Most significantly, we appointed a new **Commercial Director** from the sector in March 2022, replacing the traditional Director of Fundraising role.

In the past twelve months, we have trained and upskilled all our **Childline Volunteers** to become **Supporters in our Digital Mental Health and Wellbeing** programmes. Our Childline Therapeutic Support team continued to provide a hybrid model of support to children and families by offering services through a range of different mediums (face to face and online support).

Key Drivers of Engagement	2022	2021	2020	Versus 2021	Versus 2020
I am treated with respect, dignity and fairness within the organisation	93%	85%	87%	8%	6%
I feel that I am valued for the work that I do	81%	65%	81%	16%	0%
I feel my line manager is approachable and matters raised are dealt with appropriately	93%	78%	86%	15%	7%
I understand how my role contributes to the organisations's goals	95%	93%	94%	2%	1%
I feel that I make a difference in the work that I do	98%	93%	96%	5%	2%
Participation (Employees)	71%	81%	72%		
% Participation	84%	82%	81%		
Overall Employee Engagement %	91%	83%	89%	9%	3%

ISPCC One team of highly Engaged People

The ISPCC undertook our National Employee Survey from **25th May – 10th June 2022** and presented these results to our ISPCC Board in July 2022. Overall, participation in the survey was at **84%** and Employee Engagement increased to **92%** representing an **9% increase on 2021**.

Positivity in our People Managers increased by 15% with **93%** of employees feeding back that they felt their Line Manager is approachable and matters are dealt with appropriately. There was significant improvement in our employees **feeling valued for the work** they do, which increased 16% on 2021 **at 81%**. 93% of our employees felt they **are treated with respect, dignity and fairness** with an improved 8% on 2021 figures.

The results exceeded expectations and throughout the year, teams have been action planning the results in their functions. A number of key themes emerging to **retain** were flexibility and hybrid working, team connections, peer support and practice supervision. Some areas identified to work on were learning and development (CPD and upskilling), quality and employee recognition and rewards.

Overall, our results were attributed in some way, to a flexible pragmatic approach to hybrid working. This strategy was informed by previous surveys on remote working which illustrated that our teams value balance and were also keen to get back to a collaborative way of working.

Alongside this with **Proximate People Managers**, with the right levels of support, our people felt both valued for what they do and supported in their work. This sentiment is even more encouraging against the backdrop of the ISPCC undergoing significant change and transformation. Our positive employee survey results demonstrate that we are a team united behind the vision and purpose for ISPCC.

Appointments to Support Our Strategy

To support our **Organisational Design (OD)** and Fundraising and to onboard new skills into the organisation, we made a number of key appointments in the past twelve months to support transformation.

- November 2021 – **Fundraising Philanthropy and Major Donor Lead** was appointed.
- October 2021 – **Fundraising Campaigns Manager**.
- January 2022 – **Fundraising Individual Giving Lead** was appointed along with a **Fundraising Donor Care Executive**.
- A new **Commercial Director of Fundraising** was appointed from the sector, in March 2022 to replace the **Fundraising Director role**.
- September 2022 – **Fundraising Corporate Partnerships Manager** was appointed.

To support the ISPCC digital strategy, a **Digital Marketing** role was appointed in April 2022 in Marketing to support the organisation engage with parents, carers, children and young people across our social and digital platforms. An additional **Marketing Manager contract** role was appointed to support the ISPCC Brand reposition and rebrand, and we designed and commenced recruitment for **Digital fundraising role** which would be appointed in the next financial year.

In total **19** employees joined ISPCC from **October 1st, 2021, to 30th September 2022** and were onboarded. Our onboarding was delivered both in person and virtually. Feedback has been positive with so many of our new joiners feeding back on how warm and welcoming the culture has been for them joining the ISPCC.

As of the **30th of September 2022**, our average employee numbers were 97 (100 in 2021).

- Of those, 83 were engaged in providing services to children.
- 13 in Fundraising Activity.
- 1 in Administration.

The **People and transformation team** had a key role to play here partnering with both the CEO and the Commercial Director to select and to recruit new Fundraising talent aligned with the behaviors and the values of ISPC. The vision to create a team which was a modern fundraising team with digital skills and in line with our ISPC values and behaviours was and is at the very heart of OD transformation plan for fundraising. The feedback from the team and the organisation has been very positive how we are changing the culture for good in fundraising. There is evidence that the fundraising team are working much better with other teams and our results are beginning to move in a much more positive direction.

Learning and development in the ISPC

In parallel with onboarding new skills into our organisation, we focused on developing our existing people, in addition to providing pathways for progression and succession in the ISPC.

In October 2021 the Learning and Development policy was updated and made available to all in ISPC on the intranet (IRIS). A key focus of our learning and development policy was around **Individual Development Plans (IDP)**.

In December 2021, our National Childline Manager graduated with **a postgraduate in Leadership and Management** which was part supported by the ISPC

From January to April 2022, Paddy Barr, Board Member of ISPC, delivered a series of learning sessions on leadership competencies, accountability and developing our leadership values and behaviours, which were much appreciated and valued by members of the management teams.

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

- Director of People – Diploma in Digital Transformation
- IT Manager – Diploma in Ethical Hacking
- Services Manager – Diploma in Human Resources

Currently undergoing their CPD Programme

- Fundraising Manager – Diploma in Leadership
- Services Manager – Diploma in Performance Management
- In February 2022, one of our young talents in the Childline Therapeutic Services Team was selected to attend the **Young Ireland Programme** in Scotland. The programme is focused on sharing learnings and developing our leaders of tomorrow.
- Partnering with **Accenture in February 2022**, a number of ISPC delegates joined a learning session on the pitfalls and risks of GDPR requirements.
- In June and in November 2022, eight delegates attended **Project Management Training in Dell Limerick**, sponsored by Dell specifically for the charity sector. The feedback from delegates on this programme has been very positive and some have used their learnings, and some have developed project plans for key business projects.
- **A member of our Childline Therapeutic Services team** participated in the Community Reinforcement and Family Training (CRAFT). The skills and techniques are in dealing with addiction and also how to support family members and help in situations where trauma has impacted a family.
- Team members from Marketing and Communications completed **Media Training with Charities Institute of Ireland**.

Internal progression in ISPCC

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

Three members of the **Childline Call Facilitator team** moved across teams into the Childline Therapeutic Services team bringing their insights and learning from the listening side to the therapeutic side.

- A member of the **Childline Therapeutic Services team** moved from Wicklow to manage greater case load in Dublin.
- The **Childline Digital Support role** was increased in scope to include people management.
- With the development of our **Community Engagement** pillar of our strategy, new role profiles were developed focused on.
- **Community Engagement Manager focused** on our **Shield Anti Bullying programme**.

A new role was developed as **Children and Youth Participation in place in January 2023**. This role is tasked with Project Lead for development, delivery and implementation of a National Child and Youth Participation structure for the ISPCC. All of these roles were advertised internally, providing a pathway for internal progression.

Retirements

Having undergone their retirement planning programme, two of our long-standing employees took the decision to retire in May and June 2022. The team took time to celebrate and make presentations to our colleagues, who after many years of valuable service with the ISPCC shared their stories from times past in ISPCC.

Intern Programme

Partnering with NUIG, now University of Galway, the ISPCC have a rolling placement for interns and having had a highly successful placement in 2021, recruited a new Intern in September 2022, mentored by the Senior Policy Manager.

Volunteering in ISPCC

ISPCC Childline volunteers gave **28,432** volunteer hours to Childline covering **7,108** volunteer shifts. ISPCC had **96** Volunteers onboard in the period October 1, 2021 – September 30, 2022, of whom **37** were signed off and a further **36** were still undergoing their listening programme at September 30th, 2022, with a view to being fully signed off and online for Christmas 2022 to keep our services open 24/7 nationally.

	National 2021	National 2022
I understand how my volunteer role contributes to the Org's goals	95%	95%
I am treated with respect, dignity and fairness	95%	91%
I feel I am valued for the work I do	85%	85%
I am aware of the Org's Mission and Core Values	95%	94%
I feel I make a difference with the work I do	89%	91%
Overall Engagement	91.6%	91.2%
Respondents	147	150

Our National Volunteer Survey conducted in December 2021, achieved **91.2% volunteer engagement** with 150 respondents. Volunteer morale scored high at 89% and communication within our teams extremely strong at 93%. Of those who responded, 96% said they believed we had a strong supportive team, while 94% and 71% respectively said they felt we had approachable supervisors and managers.

Results were shared on the **Virtual Volunteer Roadshow** in Spring 2022.

Our roadshow has been followed through by engaging Local Teams on Volunteer Strategy & Action planning.

Volunteer feedback has informed ISPC business thinking and especially led to actions to reduce adult callers, increase volunteer communication through our Internal Intranet IRIS and focus on Volunteer Recognition. In addition, the role of the volunteer in the ISPC has increased profile through the formation of a **Volunteer Strategy Group**. This group has representation all across the organisation at senior levels, tasked with the development and delivery of our **ISPC Volunteer Strategy**.

Our ISPC Volunteer Strategy focuses on 5 pillars

- High acquisition, attendance and retention rates.
- Provide learning, support, and opportunities for development.
- Foster a sense of community.
- Facilitate strong communication pathways.
- Reward and Recognition.

At our Volunteer Recognition Event held on **November 18th 2021**, volunteer **Mary Keegan was announced our Volunteer of the Year**. Mary has volunteered with ISPC for over 20 years and has remained committed and dedicated to the service. Mary has seen the service evolve many times during her time with us, from just having a phone service, to introducing our SMS service and web chat service.

On receiving her award Mary said

"[Being Volunteer of the Year] ... means a great deal to me as Childline has been

part of my life for many years. Childline has bestowed a great gift to me, given me the ability and skills to be a listening ear to the many vulnerable children in our society. It has been an honour to be part of such a worthwhile organisation"

Also awarded on the evening our **Team of the Year**, was won by our **Drogheda Team**. **Supervisor Elizabeth Donlon-Fox** said her Team

"...have a warmth and openness to them". They have a great sense of spirit among them and both attributes lead to a great sense of community within the group. "Volunteers come in and give their ultimate for four hours each week, the sense of humour, support and fun they bring for each other and the entire team, creates an environment where they are eager to join in"

Mental Health and Wellbeing Focus in ISPC

As we emerged from COVID, we wanted to understand how our people were feeling about their general wellbeing. A wellbeing team was formed with representatives from all across the organisation and in July 2022 we surveyed our team across various elements of emotional and general well-being and presented these at our Virtual Town Hall.

Key Themes to maintain wellbeing at work

26% reported spending time with friends or making time to socialise

21% of respondents reported exercise, getting out in fresh air, physical exercise, meditation or eating healthy

To get a sense of how our people were feeling, we asked them to respond to statements on resilience. Across these, the average score was 61%, which was an indication that we have work to do, around building the resilience of our people and supporting them in their well-being at work. On the topic of well-being at work, 83% reported being aware of the ISPC Employee Assistance Programme (EAP). EAP is promoted each week in our Friday weekly update. 50% felt they can talk to their manager, if they are experiencing issues and 90% feedback that having someone to talk to externally or within organisation was positive for them in improving their wellbeing.

The results of the survey formed a baseline to inform our work and focus on wellbeing for our people in the ISPCC.

Communication and Staying Connected – Virtual Town Halls

In our post COVID world staying connected nationally has been as important as ever for us in ISPCC. We held our first Town Hall of the **New Financial Year in October 2021** on Microsoft Teams with sixty people in attendance. A key focus of this Town Hall was a focus on the provision of new Digital Support Services for Children with low to moderate levels of anxiety. Throughout the year Virtual Town Halls were extremely well attended across the organisation with events held in February and June 2022. In response to feedback and to include our overnight team's communication cascade, Town Halls were scheduled in the afternoons for our overnight teams to join the session before the commencement of their shifts. Sessions were also recorded and shared on the weekly communication e-mail for those unable to make the sessions.

Welcome to our New Joiners

In November 2021, February 2022 and June 2022 we held a welcome for our recent new joiners to the ISPCC. This is a great opportunity for our new colleagues to meet our existing team as they start to develop new work relationships.

Cultural Shifts in the ISPCC

One of the key cultural shifts that we have experienced in our organisation, is that we have shifted from being an organisation of units working independently to a more collaborative **one team** approach. We continued this approach and sought opportunities for teams to collaborate and work together both in person and virtually. Our teams have fed back consistently this notable shift and our services, marketing and fundraising teams have made considerable developments and are working effectively cross-functionally. Key to enabling this shift was a return to in person meetings in 2022.

Bringing in **new skills, competencies and new talent into our organisation**, combined with developing our key internal talent, has enabled key cultural shifts around ways of working within the organisation. This is most apparent in our fundraising team where we utilised and

benefited from data analytics, expanding our digital fundraising and philanthropy work.

Working together as “One Team” and in Person

In April 2022 we held an energizing in person team engagement day with the fundraising team. This was a great opportunity to have the fundraising team together with many of us meeting for the very first time in person.

Our Director of People facilitated an **Insights colour preference** session, and we had external impetus with an external fundraiser delivering a workshop on our case for support with our new ISPCC language.

The **National Childline Team** met in person in the **Drogheda unit in June** and in **Limerick** in September 2022. Both had a good mix of operational input and focused sessions on Insights and Leadership style. The **National Childline Therapeutic Support Workers (CTSW)** meeting was held in Athlone on 6th September 2022, with invited guests from People, Digital Support, and Community Engagement who facilitated session on Smart Moves, Employee Survey action planning, Mindfulness and Wellbeing. **Our Senior Leadership team (SLT)** had their first in person event in August in beautiful sunshine as a walk and talk outdoors meeting in UCD. This was an action-packed session planning out our priorities for the fast-approaching new financial ISPCC year.

Our Team raising valuable funds for Childline

The VHI women's marathon was on the 5th of June. This wonderful event is the largest Women's event of its kind in the world and it's the 40th year this year. Across the country **Childline Supervisors** encouraged volunteers to sign up. This event was a great opportunity to connect meet have fun and walk / jog / run the VHI Mini Marathon.

Reward and benefits in ISPCC

Following the launch of our **New PRSA pension scheme in 2020**, in January 2022 we ran an information session with our provider, for employees to inform them of the scheme and that ISPCC match employee contributions up to five per cent. 22% of our eligible employees are now participating in the PRSA scheme. In January we also promoted our **Annual Christmas Saving club** which is a payroll

deduction at source facilitated by ISPC and paid out to employees in November to help with the costs of Christmas. Over 25% of our employees participated in the scheme.

For employees nearing retirement we introduced a **retirement planning programme** which was available both virtually and in person through the Retirement Planning Council (RPC). ISPC enhanced the **Death in Service** insurance to include all of our temporary employees providing additional cover to previous years. In the unfortunate circumstances of a Death in Service the insurance covers one times salary up to the age of 65 years.

Policy Review 2022

In May 2022 we reviewed all our people policies with IBEC and made them available to all our team on IRIS our Intranet. As we had rebranded and repositioned, our policies needed to be adapted both legally as part of our compliance work but also on language. Policy review will continue to be an annual feature of our People Plan.

Farewell and thank you to our retiring Chairperson

In September we had a special presentation at our ISPC Board meeting to our Chair, Declan Hughes. After 10 years volunteering with the ISPC Declan is retiring as Chair and from ISPC. The picture shows Declan admiring a beautiful oil painting painted by one of the children we have supported in Childline.

Thank you, Declan, for your long and tremendously invaluable service to the ISPC and helping to navigate ISPC through some very challenging times. We also so appreciate your support and your words of inspiration and wisdom for us in particular at our Volunteer Recognition events.



Remembered

We were shocked and saddened to lose one of our long-standing Managers in 2022 who had recently retired.

We also lost a long-standing volunteer in our Dublin team in 2022 after a long illness. The team remembered their colleague in July 2022.

Both families requested and kindly donated funeral donations to Childline.

Margie Roe and Caroline Elliot Rest in Peace.



Policy and Public Affairs

Overview

Our policy and public affairs work continued to be grounded in the lived experiences of children and young people, placing their voices at the heart of where we want to seek meaningful change. We delved behind the statistics to better understand what was at the core of their experiences to bring about this change. We are pleased with the progress we have made in online safety; however, much remains to be done across mental health and child abuse.

The core objective of our policy work is always to ensure that the policy and legislative frameworks, and the bodies charged with delivering them, are fit for purpose and impact positively on the children and young people they are there to serve. Where this is not the case, we advocate for the necessary change.

We are privileged that so many children and young people converse and engage with our suite of Childline services each year, offering unique insights into childhood today.

As ever, we continue to be grateful for the support we get from local, regional and national media who run with our press releases, approach us for comments and are truly interested in highlighting the issues that affect children. We are also grateful to the legislators and policymakers who engage with us and help us place our policy issues on the political agenda.

Strategic Policy Area: Online Safety and Digital Competence

Online Safety

The ISPCC remained committed to ensuring the digital environment is designed with children in mind, that their protection is paramount, and that they are competent to avail themselves of all the opportunities it has to offer.

A Steering Committee was established to review the Department of Education's Action Plan on Bullying (2013) and we were able to make a written submission highlighting the need for a proactive management approach to bullying and the need to effectively tackle

cyberbullying and online safety. We continued to be actively engaged with the European Anti-bullying Network and its advocacy working group.

Key Policy Asks:

- Legislation creating statutory regulation to protect children's online safety will be passed and commenced without delay.
- Commitment by Government to embed online safety principles in the school curriculum.

Progress made in 2021/2022

Online Safety and Media Regulation Bill

Online safety continued to be a core policy focus for us last year. Our efforts remained with ensuring the *Online Safety and Media Regulation Bill* was fit for purpose and that it would provide for the best possible online protections for children and young people.

Core to this was ensuring the Bill would provide for an individual complaints mechanism, or equivalent. Such a mechanism, for instance, would allow children and young people who are being cyberbullied, and where platforms fail to act, a path to bring their case to the Online Safety Commissioner. Such a mechanism is provided for in Australian legislation where the eSafety Commissioner deals with such complaints.

The Joint Committee on Tourism, Culture, Arts, Sport and Media published its report on the *Pre-Legislative Scrutiny of the General Scheme of the Online Safety and Media Regulation Bill 2020* in November 2021. We had engaged heavily with the members of the Committee and the Minister solely and as members of the 123 Online Safety Campaign group.

The Bill as published did not provide for such a mechanism and the Committee report recommended that 'Provisions be made for an individual complaints scheme within the General Scheme of the Bill, and that these provisions be responsive to the needs and protection of children and other vulnerable groups, and that these include effective takedown procedures and other appropriate measures.'



Minister Catherine Martin went on to establish an Expert Group to look at the feasibility of such a mechanism in the Bill. ISPCC made a submission to the public consultation and collaborated with DCU and UCD’s Digital Policy Unit on a separate one making a case for such a mechanism.

In May 2022 the Expert Group concluded its work and on publication of its recommendations in September 2022, it found that such a mechanism was feasible and that such a mechanism should first prioritise content from children. Minister Catherine Martin stated her intention to seek government approval to table amendments to the Bill to provide a legislative basis for recommendations of the Expert Group.

We were resolute in our public affairs work with legislators and stakeholders that the Bill must include an individual complaints mechanism, or equivalent, to realise one of its core objectives – to better protect children online. We will continue to monitor the progress of the Bill, the development of the proposed codes and the implementation of the individual complaint’s mechanism. We are thankful for the support we received from the Public Interest Law Alliance and Barrister Eithne Reid O’Doherty BL for the work done to provide us with a robust legal opinion on the legislative requirements for such a mechanism, a document that we used throughout our public affairs work to progress this.

We continue to be grateful for the support and guidance we receive from our online safety

advisory group as we look to re-examine our online safety policy objectives for the next two years.

Irish Safer Internet Centre

The Irish Safer Internet Centre is a partnership of four leading organisations – Webwise, Hotline.ie, ISPCC and National Parents Council Primary – with a mission to make the Internet a better place for children and young people.

We successfully completed our reporting obligations for Safer Internet Ireland Project 8 (SI18) to the EU Commission by drafting a technical report and public-friendly report highlighting key deliverables from the project. A new funding call opened in November 2021 and the Irish Safer Internet Centre applied once again and the consortium is optimistic that it will once again be appointed as the Irish Safer Internet Centre.

In July 2022, European Schoolnet, a network of 34 European Ministries of Education with an aim to bring innovation in teaching and learning to key stakeholders convened a national visit online of the Irish Safer Internet Centre and the Greek Safer Internet Centre. This two-day virtual visit allowed for the sharing of practices and insights between the Centres, along with a roundtable with national stakeholders and strategic partners, discussing the new BIK+ strategy and related national policies.



National Advisory Council for Online Safety

The ISPC has a seat on the National Advisory Council for Online Safety (NACOS) which provides advice to government on online safety issues. The Council launched a comprehensive report of a national survey of children, their parents, and adults regarding online safety in November 2022. The report was commissioned following a recommendation put forward by the Council for the need for up-to-date research and evidence about online safety in the Irish context.

In response to the launch of the research, ISPC Chief Executive John Church said: "The publication of this important research gives us valuable insights into how children and young people in Ireland today use the Internet and engage online. It is important we understand their specific concerns and behaviours in order to develop fit-for-purpose public policy responses, adequate education provisions and supports. The proposed establishment of the Online Safety Commissioner will be an important step in coordinating these desired online safety responses, including that of robust regulation."

Strategic Policy Area: Resilience and Mental Health

Our 'Mental/Emotional Health' services profile features consistently in the top two issues children and young people seek support on. We are pleased with the direction current government policy is taking in terms of better supporting the mental and emotional health and wellbeing of children and young people (e.g., *Wellbeing Policy Statement and Framework for Practice; Stronger Together. The HSE Mental Health Promotion Plan 2022-2027; Sharing the Vision: A Mental Health Policy for Everyone*). But there is still quite some way to go, and we used various opportunities throughout the year to put the lived experiences of children at the centre of our mental health policy and public affairs work.

It was a privilege to be invited by the Sharing the Vision Specialist Group on Youth Mental Health Transitions to take part in their consultations on Recommendation 36: *Appropriate supports should be provided for on an interim basis to service users transitioning from CAMHS to GAMHS. The age of transition should be moved from 18 to 25, and future*

supports should reflect this. We were able to share the current struggles of children and families navigating the mental health system and how best to address this.

We were honored to collaborate with Alcohol Action Ireland in the planning of its 'Through the Eyes of the Child' event held in October 2022. This saw the ISPC share its insights on the mental health impacts parental problem alcohol use has on children.

Key Policy Asks:

- The proposed Youth Mental Health Pathfinder project will be initiated by the government.
- Reform of the Family Justice system will recognise the impact parental separation has on a child and their resilience and will provide for resilience strengthening support services for children and families (reflected in service design & delivery).



Progress made in 2021/2022

Mental Health

In October 2021, we were pleased to be invited by the Sub-committee on Mental Health to a discussion on the Impact of Covid-19 on the Mental Health of Children. We spoke about how in the initial period of Covid-19 restrictions our listening service saw an increase in contacts around mental and emotional wellbeing, suicide, and self-harm.

One such engagement that was shared was a call we received from a young girl who was living in care but felt that nobody was thinking about her. While her challenges had begun long before the global pandemic struck, the sense of isolation, fear and anxiety which had stirred up inside her over the months of tight

restrictions had brought her to a place where she felt she could not go on. She urgently needed to talk.

We also highlighted our concerns with the *Assisted Decision-Making (Capacity) (Amendment) Bill 2021* with the Chair of the Sub-committee on Mental Health. Our primary concern related to the rights of children and young people (16- & 17-year-olds) to consent to or refuse treatment for their mental health be vindicated in the same way that they can consent to or refuse treatment for their physical health.

In September 2022 we made a submission to the Joint Committee on Education, Further and Higher Education, Research, Innovation and Science on Mental Health Supports in Schools and Tertiary Education. This was an excellent opportunity to showcase our services and put our mental health policy asks firmly on the political agenda.

Our key recommendations to the Committee were;

- Promote the use of helplines as important initial sources of support for mental health and wellbeing concerns in the prevention and early intervention of emerging/early onset of issues.
- Champion supports and programmes that strengthen resilience and build coping capacity in children and young people to help them face life's ups and downs.
- Upskill on-site personnel (year heads/care team members) in active listening skills who can confidently respond to and support children and young people in the moment (being trauma-informed), and triage and signpost them to the relevant specialist service(s) for onward support.
- Implement the Youth Mental Health Pathfinder project to address the relevant gaps and challenges in this cross-cutting policy area, ultimately improving the whole of government approach.

We need policy responses that will allow children to access support when and where they need to and this will remain a core focus for us into our next operational year.

Family Justice

The ISPCC continued to be a member of the Voluntary Sector Advisory Group to the Department of Justice on its work on the reform of the family justice system. The output from this work will inform the development of Ireland's first national family justice strategy. We brought the lived experiences of the children whose parents are separating/separated that we support into the discussions and shared the difficulties they face with problematic judgements and associated issues.

In January 2022, we were delighted to partner with fellow advisory group members and meet with Minister Roderic O'Gorman on family justice matters as they pertained specifically to children and young people. At the time of writing, the strategy had been published and we were delighted to learn that some of our key recommendations are reflected in it; the review of the effectiveness of the voice of the child mechanisms and the promotion of alternative routes other than the Courts.

National Advisory Council on Better Outcomes, Brighter Futures

The ISPCC sits on the National Advisory Council on Better Outcomes, Brighter Futures – the National Policy Framework for children and young people.

The role of the Council is to monitor the implementation of the framework and to promote its transformational goals and better outcomes. The advisory council's members represent the early years, children and youth sectors, along with independent experts.

In January 2022, the Minister for Children, Equality, Disability, Integration and Youth, Roderic O'Gorman, T.D. launched a public consultation on the next Government policy framework for children and young people in Ireland, a successor to Better Outcomes, Brighter Futures: the National Policy Framework for Children and Young People, 2014-2020. We were delighted to be able to make a submission to the consultation on what we felt ought to be included in the next strategy which will run from 2023-2028.

Our top priorities stated in the submission were;

- Support raising resilient children by coordinating and championing a robust child-centred mental wellbeing ecosystem, digitally and in-person delivered, with prevention and early intervention at the heart while showcasing the benefits of a universal active listening service to underpin this.
- Ensure children are growing up safer by endorsing a national child abuse/maltreatment surveillance system and providing a 24-hour Social Work Service.
- Digitally transform children's lives by embedding online safety education into the curriculum so Ireland's children are safe and digitally competent and able to compete for the jobs of tomorrow.

Mental/Emotional health concerns continue to be among the topics spoken about most frequently by those who turn to our services for support. This can include anxiety/stress, coping with bereavement, depression and loneliness. We anticipate children will continue to experience acute challenges related to the impact of Covid-19 on their mental health for some time to come along with other challenges. We will continue to seek change until all children can access appropriate services in a timely manner, and that they are responsive to the needs of children and young people today.

Strategic Policy Area: Working to Prevent Child Abuse

We continued our commitment to work to prevent child abuse in 2021/2022. Child sexual abuse continues to present as a hugely concerning policy issue for the ISPC. The digital environment has seen the issue become increasingly problematic whether it is the production of child sexual abuse material, the grooming of children for sexual abuse and exploitation or the hyper-sexualisation of girls in social media. We remain committed in the fight against child sexual abuse at national and international level.

Key Policy Ask:

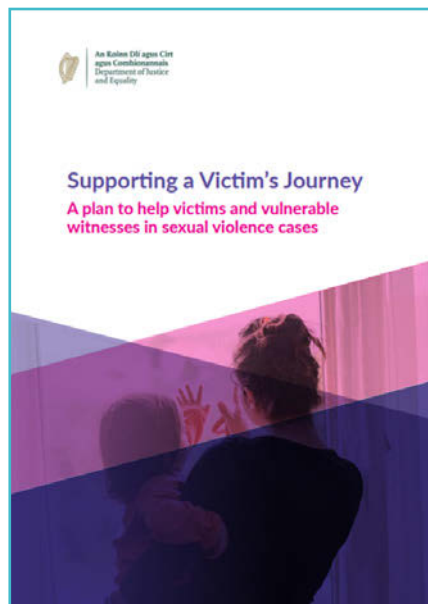
- Government will commit in writing to a National Strategy, or equivalent, to protect children from sexual abuse in the online and offline world.

National Strategy on Child Sexual Abuse

ISPC's policy ask for child sexual abuse remains grounded in the need for a national strategy, or equivalent, to meaningfully tackle this heinous crime, as recommended by the Garda Inspectorate. Such a strategy would bring together all relevant government departments and agencies to work together to better understand the issues both offline and online and merge resources and intelligence to effectively address the issue and prevent overlap and duplication. We will continue to highlight the need for such an approach to child sexual abuse.

Implementing 'Supporting a Victim's Journey'

We were privileged to be invited by An Garda Síochána to be a member of the Expert Panel Review Group looking at three important recommendations from the O'Malley Report on the Review of Protections for Vulnerable Witnesses in the Investigation and Prosecution of Sexual Offences. The group will be specifically looking at recommendations 2.2; 2.4; and 2.5 and we are looking forward to commencing this work in our next operational year.



N-Light Research Project

Our research partnership with TU Dublin and Hotline.ie on the N-Light project continued in 2021/2022. The aim of the project is to develop a deployable tool that reveals patterns in the grooming behaviours of adults targeting children to sexually abuse and exploit them and the help-seeking behaviours of the children who are affected by such abuse by analysing the webchat transcripts of those who contact our Childline helpline.

We recognise our obligations under Data Protection legislation and worked hard at ensuring our Data Protection impact Assessment (DPIA) was robust in protecting such sensitive data. We established an advisory group for the research project and took part in a requirements workshop to look at potential outputs from the project.

We look forward to continuing to progress this important project that will hopefully help us to better understand what education service and policy responses are needed for children who are targeted and groomed for this purpose.

A Global Problem: Collaborating with EU and International Colleagues

In May 2022, the European Commission published a proposed Regulation laying down rules to prevent and combat child sexual abuse. We joined with colleagues across Europe in efforts to highlight the importance of passing such legislation and the potential to have wide-reaching benefits in the global fight against child sexual abuse both online and offline.

We joined the EU CSA Legislation Advocacy Group (ECLAG), showing a united voice of child advocacy and wider civil society. It is incredibly powerful to have leadership at EU level on this important matter as it places its importance at the top of the EU political agenda, which can help to influence the national agenda. We remain part of the advocacy group.

We continued to be active members of the WeProtect Global Alliance Civil Society Reference Group where we inputted into the development of the Tech Coalition's Transparency Reporting Framework which was launched in June 2022. This voluntary industry framework provides flexible guidance to tech companies seeking to build trust and

demonstrate accountability by providing transparency reporting concerning their efforts to combat online child sexual exploitation and abuse.

Child10 Awards

We were honoured to be nominated and considered for a Child10 award in 2021. Child10's mission is to end child trafficking through a holistic approach focusing on prevention, protection and prosecution of perpetrators as well as minimising demand. Whilst we were not selected on this occasion it truly was an honour to be recognised by peers for our work on this important global policy issue.

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

The logo for CHILD10, with 'CHILD' in black and '10' in a bold, yellow font.

Financial Review, Management and Governance

FINANCIAL REVIEW

Our financial statements comprise our results for the year from 1st October 2021 to 30th September 2022.

The statement of financial activities and statement of financial position are set out on pages 63 to 64 respectively. The net deficit for the financial year, after depreciation, amounted to (€903,102), (2020/2021 deficit of €675,347).

In the context of a pandemic, this year again saw all charities struggle to raise funds. The cost of living crisis has impacted also in terms of raising funds, however, the ISPCC ensured continuous delivery of its services to children & young people during this time.

Income

The main source of income is fundraising. The ISPCC received €1.33M from statutory bodies which represents 30% of the overall income.

In common with many not-for-profit organisations, ISPCC must maintain and develop its income sources to ensure the continuation of its essential services. To mitigate this risk, the directors review the sources of income on an on-going basis. In addition, reserve levels are monitored to ensure that they are maintained at a reasonable level in the context of planned expenditure and future commitments.

The directors are always conscious that maintaining the reputation of the organisation through financial prudence is critical.

ISPCC Reserves Policy

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

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

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

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

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

Based on the foregoing, the Board has concluded that it is in the best interests of the organisation to seek to retain reserves at a level of five months' operational costs as per the budget for the year ahead (€2.4M).

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

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

MANAGEMENT

The ISPCC is managed by its Senior Leadership Team, which meets twice per week to discuss and decide on strategy implementation and operational matters.

The team consists of the CEO, Director of Services, Director of Finance and IT, Director of People and Transformation, Commercial Director, Director of Communications and Marketing and the Governance, Risk and Compliance Manager.

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

GOVERNANCE

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

Directors are recommended to the Board by the Nominations and Corporate Governance Committee and are appointed to the Board until the next Annual General Meeting when they are presented to the members for election. Board Directors may serve a maximum of three consecutive three-year terms. A Director's third

term of office may be extended by the Board to the end of the financial year if it considers this to be in the best interests of the organisation.

Directors additionally participated in three other sub-committees of the board – Audit and Risk; Remuneration; and Nominations and Corporate Governance. Our President's and Directors' biographies and committee involvements are outlined below. An additional board sub-committee was formed during this period to approve matters in connection with the Dublin office move.

Our President – Caroline Downey

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

Caroline is a director of MCD, the largest music promoter in Ireland, which also has holdings in venues and festivals in the UK and Spain. Her main role within the company is producing and management.

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

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

Kevin McHugh, Director and Chair

Kevin is a chartered accountant with over two 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.

Kevin chaired the organisation's Audit and Risk Committee during the period of this annual report and was appointed Chair of the Board upon Declan Hughes' retirement at the end of September 2022.

Mary Forde, Director and Company Secretary

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

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

Paddy Barr, Director

Paddy is Owner & Managing Partner of Barr Performance Coaching. He has an MBA from University College Dublin and held senior supply chain and procurement management positions in Microsoft, Diageo and British Airways. His book 'The Successful Career Toolkit' – a quick-fire guide to mastering business skills – was published by Kogan Page in Spring 2019.

Paddy joined the board of ISPCC in July 2016.

Sally Goodwin, Director

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

Grace Kelly, Director

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

Maureen King, Director

Founder and CEO of iTrust Ethics Ltd.

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

She is chair of the advisory board of the Anti-Bullying Centre in DCU and of HalfTimeTalk

Charity. Mary became a member of the board of the ISPCC on 4 November 2021.

Ian Brennan, Director

Ian Brennan has served as a chief information officer for various businesses in healthcare, financial services and aviation. He is a certified professional and recognised expert in cyber security, information technology and business alignment.

Ian joined the board of the ISPCC on 23rd May 2022.

Donal Murphy, Director

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

He has successfully led the development and delivery of business strategy through multiple and significantly challenging business cycles and environments in Ireland, the UK and the U.S. He has been a member of bank-level senior committees and has chaired multiple business level committees and working groups.

Donal joined the board on the 15th December 2022.

Daragh MacAoghain, Director

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 has earned a BA in Business from John Moores University, and is a Fellow of the Association of Chartered Certified Accountants (FCCA).

Daragh joined the board on 26th January 2023.

Declan Hughes, Director and Chair up to retirement in September 2022

Declan Hughes joined the board in 2014 and chaired it from January 2020 until his retirement from the board in September 2022.

Declan has worked in the technology industry for over forty years and has spent the last twenty years running information technology services companies.

He is a managing partner and founder of The Grey Matters Network –an organisation which supplies a wide range of consultancy and advisory services to corporates and SMEs.

JP Donnelly, Director up to retirement in September 2022

JP is Chairman and Head of Country at WPP Ireland and he has been Chief Executive of Ogilvy Group Ireland at Ogilvy and Mather Group. He has more than 30 years' experience in advertising. JP was a board member of ISPCC from 2014 until his retirement from the board in September 2022.

COMMITTEES

COMMITTEE STRUCTURE

Audit and Risk Committee

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

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

The Committee was composed of the following members: Kevin McHugh (Chairperson, appointed May 2021), Declan Hughes and Mark Mulqueen (external member of the Committee appointed as chair on 26/01/2023). The Committee met three times in 2021/2022.

Remuneration Committee

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

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

The Committee was composed of the following members: Paddy Barr (Chairperson), JP Donnelly and Sally Goodwin. The Remuneration Committee met five times in 2021/2022.

Nominations and Corporate Governance Committee

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

The Committee was composed of the following members: Declan Hughes (Chairperson), Mary Forde and Grace Kelly. The Nominations and Corporate Governance Committee met five times in 2021/2022.

Dublin Office Move Committee

An additional board sub-committee was formed during this period to approve matters in connection with the Dublin Office Move. The Committee was composed of the following members: Maureen King, Paddy Barr and Mary Forde. The Dublin Office Move Committee met three times in 2021/2022.

Attendance

ATTENDANCES					
Meetings	Board	Audit and Risk Committee	Nominations and Corporate Governance Committee	Remuneration Committee	Dublin Office Move Committee
Declan Hughes, Chair*	11/12	2/3	3/5	N/A	N/A
Kevin McHugh*	11/12	3/3	N/A	N/A	N/A
Mary Forde, Company Secretary	11/12	N/A	5/5	N/A	3/3
John Paul Donnelly**	7/12	N/A	N/A	5/5	N/A
Grace Kelly Hartnett	10/12	N/A	5/5	N/A	N/A
Patrick Barr	9/12	N/A	N/A	5/5	3/3
Sally Goodwin	10/12	N/A	N/A	5/5	N/A
Ian Brennan***	4/12	N/A	N/A	N/A	3/3
Maureen King***	9/12	N/A	N/A	N/A	N/A
EXTERNAL MEMBERS OF COMMITTEES					
Mark Mulqueen	N/A	3/3	N/A	N/A	N/A

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

*Declan Hughes retired from the board in September 2022 and Kevin McHugh was appointed Chair in his place.

**John Paul Donnelly retired from the board in September 2022.

***Maureen King joined the board on 4th November 2021 and Ian Brennan on 23rd May 2022.

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) Acts 2012 and 2016.
- Child Care Act 1991.
- Protected Disclosures Act 2014.
- Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012.

Conflicts of Interest

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

To comply with Irish company law and best practice in good corporate governance, all board members are required to declare in a timely manner any potential conflicts of interest in accordance with the Constitution and ISPCC Conflicts of Interest Policy.

Where appropriate, board members remove themselves from discussions and decisions where a conflict of interest might arise. This policy is reviewed every three years by the board, last reviewed on 07 March 2023.

Recruitment and Appointment of New ISPCC Directors

The board has an approved succession planning policy and has delegated responsibility to the Nominations and Corporate Governance Committee to lead on succession planning.

The Nominations and Corporate Governance Committee makes recommendation to the board for appointment of board members. When considering succession planning or board composition the board of ISPCC considers:

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

The board of 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 ISPCC's purpose, aims and objectives.

Board Diversity

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

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

Board Induction

Each incoming board and committee member receives a comprehensive customised induction pack before joining the board or board committee.

The induction pack includes the 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.

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 ISPCCC's strategic management.

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

Risk is an active element of the environment within which ISPCCC operates. ISPCCC is committed to successfully managing

the organisation's exposure to risk and to minimising its impact on the achievement of business objectives.

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

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

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

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

Priority	Main risks the organisation works to mitigate	Controls we operate to mitigate these risks
1	Child protection and welfare	Management oversight, well developed policies and procedures, supervision and support structure, 24-hour manager on call.
2	Data protection of all ISPCCC data subjects and notably the children, young people and families we work with and our valued donors	Data protection policies, training and GDPR compliance programme. Data Protection Officer appointed and Data Protection Committee comprising managers from different departments.
3	Health and safety	Health and safety procedures, active health and safety committee and Safety Representative, Covid taskforce in place, employee assistance scheme.
4	Cyber security	Security controls, encryption, ongoing staff training, periodic review.
5	Fundraising targets not being met	Active fundraising team, monthly forecasting, pipeline management and risk assessment.

Internal Controls

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

They include:

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

GDPR

The ISPCC works continuously to protect personal data and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

The ISPCC implements a GDPR compliance programme that includes ongoing training and awareness raising for all employees and volunteers. It has a Data Protection Committee comprising managers from different departments.

Risks and Uncertainties – Going Concern and Covid-19

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

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

Based on the foregoing, the board has concluded that it is in the best interests of the

organisation to seek to retain reserves at a level of five months' operational costs as per the budget for the current year to safeguard the continuity of its service delivery to children and young people.

As of 30th September 2022, the ISPCC had liquid reserves of €5,261,232 (2021 €6,164,334) representing 12 months expenditure, which included the proceeds of sale of the Baggot Street Building. The board will endeavour to maintain reserves at a level in accordance with our policy outlined above.

- 2022 / 2023 is expected to be a challenging year in terms of income generation and it is the intention of ISPCC not only to maintain its service level but to grow in line with its strategy. The board regularly monitors cashflow for the organisation and reviews the organisation's financial position at each board meeting.
- A remote working option has remained in place for most of 2021/2022 where appropriate.
- Childline employees and volunteers were deemed essential workers and protocols were put in place to ensure that they carried declarations of their status and to ensure their health and safety while in our Childline units. Childline Therapeutic Support Services moved back to face to face delivery where safe and appropriate to do so.

Vetting

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

Health, Safety and Wellness

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

Stakeholder Engagement

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

Directors and secretary

The names of the individuals who were directors at any time during the year ended 30 September 2022 are set out below. Unless otherwise indicated they served as directors for the entire period.

Declan Hughes (Chairperson, retired 30th September 2022)

Patrick Barr

JP Donnelly (retired 30th September 2022)

Sally Goodwin

Mary Forde

Maureen King (appointed 4th November 2021)

Grace Kelly

Ian Brennan (appointed 23rd May 2022)

Kevin McHugh (appointed Chairperson 30th September 2022)

Donal Murphy (appointed 15th December 2022)

Daragh MacAogain (appointed 26th January 2023)

Mary Forde acted as Company Secretary throughout the year.

Related Party Transactions

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

There were no further contracts in relation to the affairs of the company in which the directors had any interest, as defined in the Companies Act 2014, at any time during the period ended 30 September 2022.

Post Balance Sheet Events

During the year the company sold its Head Office premises at 29 and 30 Lower Baggot Street.

Post year end, the ISPC has acquired a new premises and accordingly, no revision of the figures included in the financial statements for the year ended September 30th 2022 has been made.

In the interim, a short-term license is in place for 107 Lower Baggot street, Dublin 2.

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

Accounting Records

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

Statement of Relevant Audit Information

In the case of each of the persons who are directors at the time this report is approved in accordance with Section 330 and 332 of the Companies Act 2014:

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

Auditors

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

On behalf of the Board of Directors

Director



Kevin McHugh



Mary Forde

DATE: 02 March 2023

Directors' Responsibilities Statement

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

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

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

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

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


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

On behalf of the Board of Directors

Director



Kevin McHugh



Mary Forde

DATE: 02 March 2023

Report on the audit of the financial statements

Opinion

We have audited the financial statements of The Irish Society for the Prevention of Cruelty to Children ('the company') for the year ended 30 September 2022 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 (page 66). The financial reporting framework that has been applied in their preparation is the Companies Act 2014 and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland issued in the United Kingdom by the Financial Reporting Council (FRS 102).

In our opinion the accompanying financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 30 September 2022 and of its net expenditure for the year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

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

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

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

Conclusions relating to going concern

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

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

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

Other information

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

explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

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

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

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

Matters on which we are required to report by exception

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

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

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement set out on page 59, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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



Aedin Morkan

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

Date: 07 March 2023

Statement of Financial Activities

Including an Income and Expenditure Account

	Notes	Year ended 30 September 2022			Year ended 30 September 2021		
		Restricted Funds €	Unrestricted Funds €	Total €	Restricted Funds €	Unrestricted Funds €	Total €
Income and endowments from:							
Donations and legacies	5	-	2,620,714	2,620,714	-	2,921,112	2,921,112
Charitable activities	5	-	1,547,937	1,547,937	180,000	1,519,439	1,699,439
Other trading activities	5	-	286,818	286,818	-	2,755	2,755
Investments		-	199	199	-	253	253
Other income	5	-	172,291	172,291	-	-	-
Total income and endowments		<u>-</u>	<u>4,627,959</u>	<u>4,627,959</u>	<u>180,000</u>	<u>4,443,559</u>	<u>4,623,559</u>
Expenditure on:							
Charitable activities	6	24,988	4,421,310	4,446,298	-	4,174,541	4,174,541
Raising funds	6	-	861,888	861,888	-	797,328	797,328
Other	6	154,992	67,883	222,875	154,992	172,045	327,037
Total expenditure	6	<u>179,980</u>	<u>5,351,081</u>	<u>5,531,061</u>	<u>154,992</u>	<u>5,143,914</u>	<u>5,298,906</u>
Net (expenditure) / income	7	(179,980)	(723,122)	(903,102)	25,008	(700,355)	(675,347)
Transfer between funds	16	-	-	-	(570,721)	570,721	-
Net movement in funds		<u>(179,980)</u>	<u>(723,122)</u>	<u>(903,102)</u>	<u>(545,713)</u>	<u>(129,634)</u>	<u>(675,347)</u>
Total funds brought forward	16	<u>412,453</u>	<u>5,751,881</u>	<u>6,164,334</u>	<u>958,166</u>	<u>5,881,515</u>	<u>6,839,681</u>
Total funds carried forward	16	<u>232,473</u>	<u>5,028,759</u>	<u>5,261,232</u>	<u>412,453</u>	<u>5,751,881</u>	<u>6,164,334</u>

There were no other recognised gains or losses in the current or prior year other than those included in the Statement of Financial Activities. All income and expenditure derive from continuing activities. The notes on pages 66 to 82 form part of these financial statements.

Statement of Financial Position

	Notes	30 September 2022 €	30 September 2021 €
FIXED ASSETS			
Tangible assets	11	296,711	2,855,917
Financial assets	12	13,939	13,939
		<u>310,650</u>	<u>2,869,856</u>
CURRENT ASSETS			
Debtors	13	670,876	353,771
Cash and cash equivalents		5,043,766	3,375,051
		<u>5,714,642</u>	<u>3,728,822</u>
CREDITORS			
Amounts falling due within one year	14	(764,060)	(434,344)
NET CURRENT ASSETS		<u>4,950,582</u>	<u>3,294,478</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>5,261,232</u>	<u>6,164,334</u>
THE FUNDS OF THE CHARITY			
Unrestricted funds	16	5,028,759	5,751,881
Restricted funds	16	232,473	412,453
		<u>5,261,232</u>	<u>6,164,334</u>

The notes on pages 66 to 82 form part of these financial statements

On behalf of the Board of Directors



Kevin McHugh



Mary Forde

DATE: 02 March 2023

Statement of Cash Flows

	Notes	Year ended 30 September 2022 €	Year ended 30 September 2021 €
Cash flows from operating activities			
Net expenditure		(903,102)	(675,347)
Adjustments for:			
Depreciation	11	212,736	211,251
Net (gain)/loss on sale of tangible assets		(172,291)	570
Investment income		(199)	(253)
Movement in debtors		(317,105)	469,367
Movement in creditors		329,716	(24,776)
Net cash outflow from operating activities		<u>(850,245)</u>	<u>(19,188)</u>
Cash flow from financing activity			
Investment income received		199	253
Cash flow from investing activity			
Disposal of tangible assets		2,563,661	-
Acquisition of tangible assets		(44,900)	(20,816)
Net cash inflow / (outflow) from investing activities		2,518,761	(20,816)
Net increase / (decrease) in cash & cash equivalents		1,668,715	(39,751)
Cash and cash equivalents at the beginning of the year		<u>3,375,051</u>	<u>3,414,802</u>
Cash and cash equivalents at the end of the year		<u><u>5,043,766</u></u>	<u><u>3,375,051</u></u>

Notes to the Financial Statements

1. GENERAL INFORMATION

These financial statements comprising the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and the related notes constitute the individual financial statements of The Irish Society for the Prevention of Cruelty to Children for the financial year ended 30 September 2022.

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 107 Lower Baggot Street, Dublin 2. The nature of the company's operations and its principal activities are set out in the Directors' Report. The company is a public benefit entity and a registered charity.

2. STATEMENT OF COMPLIANCE

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

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

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

a) Basis of preparation

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

b) Investment income

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

c) Income

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

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

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

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

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

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

company. Such funds may be held in order to finance working capital or capital investment.

d) Donated services and facilities

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

e) Expenditure

Expenditure is recognised when a liability is incurred.

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

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

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

f) Employee benefits

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

Short term benefits

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

Pension

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

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

g) Foreign currencies

Functional currency and presentation currency

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

h) Taxation and deferred taxation

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

i) Tangible fixed assets and depreciation

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

Freehold properties

Freehold properties are stated at deemed cost less accumulated depreciation.

Depreciation

A full year's depreciation is charged in the year of acquisition, and with the exception of freehold property, no depreciation is charged within the year of disposal. Depreciation is provided on a straight-line basis at the rates stated below, which are estimated to reduce the assets to realisable values by the end of their expected working lives.

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

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

Derecognition

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

j) Financial assets

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

k) Operating leases

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

l) Cash and cash equivalents

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

m) Financial instruments

Financial assets

Basic financial assets, including debtors and cash and bank balances are recognised at transaction price.

At the end of each reporting period, financial assets are assessed for objective evidence of impairment. If an asset is impaired the impairment loss is recognised in profit or loss.

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

Financial liabilities

Basic financial liabilities, including creditors, are initially recognised at transaction price.

Creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Creditors are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities.

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

Offsetting

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

n) Provisions and contingencies

Provisions

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

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

Contingencies

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

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

4. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

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

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

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

Going Concern

The directors have prepared budgets and cash flows for a period of at least twelve months from the date of approval of the financial statements which demonstrate that there is no material uncertainty regarding the company's ability to meet its liabilities as they fall due, and to continue as a going concern.

The Board of the ISPCC have no current going concern issues and expect the ISPCC to remain viable and solvent for the foreseeable future. On this basis the directors consider it

appropriate to prepare the financial statements on a going concern basis. Accordingly, these financial statements do not include any adjustments to the carrying amounts and classification of assets and liabilities that may arise if the company was unable to continue as a going concern.

b) Key sources of estimation uncertainty

Useful Lives of Tangible Fixed Assets

Tangible fixed assets comprise computer equipment and fixtures and fittings. The annual depreciation and amortisation charge depend primarily on the estimated lives of each type of asset and, in certain circumstances, estimates of residual values. The directors regularly review these useful lives and change them if necessary, to reflect current conditions. In determining these useful lives management consider technological change, patterns of consumption, physical condition and expected economic utilisation of the assets. Changes in the useful lives can have a significant impact on the depreciation and amortisation charge for the financial period. The net book value of tangible assets subject to depreciation at the financial year end date was €297k (2021: €2,856k) (See Note 11 – page 79).

5. INCOME AND ENDOWMENTS

	Year ended 30 September 2022 €	Year ended 30 September 2021 €
a) Donations and legacies		
Donations	2,325,745	2,444,612
Legacies	294,969	476,500
	<u>2,620,714</u>	<u>2,921,112</u>

5. INCOME AND ENDOWMENTS (continued)

All income from donations and legacies is unrestricted.

	Year ended 30 September 2022 €	Year ended 30 September 2021 €
b) Charitable activities		
Service payments		
TUSLA Dublin	155,943	154,399
TUSLA Galway	28,181	27,902
TUSLA Cork	88,907	93,876
TUSLA Limerick	54,925	37,500
TUSLA Mayo	40,660	42,277
TUSLA Clare	56,700	50,000
TUSLA Louth	70,170	70,000
TUSLA Parenting Lead Role	69,690	79,000
TUSLA Cavan & Monaghan	52,520	65,000
TUSLA CYPSC	-	4,063
TUSLA Commissioning	30,971	-
CYPSC Clare	6,800	-
	<u>655,467</u>	<u>624,017</u>
Funding from statutory bodies		
National Office for Suicide Prevention HSE	209,490	209,583
SilverCloud	48,900	
DCEDIY* – Monaghan Project	61,489	40,035
DCEDIY – Missing Children	89,575	89,120
Department of Justice – Internet Safety	19,231	13,250
Regional Drug Task Force payments		
– Wicklow RDTF HSE	90,000	90,000
– RDTF NE 13 HSE	50,000	50,863
DCEDIY – Cavan Bounce Back Service	104,125	97,110
DCEDIY – Include Project Cavan Monaghan	20,499	19,274
DCEDIY Learning Together Fund	-	10,000
DCEDIY NVR	4,200	-
Silver Cloud – HSE	-	50,000
HSE	-	250
	<u>697,509</u>	<u>669,485</u>

5. INCOME AND ENDOWMENTS (continued)

	Year ended 30 September 2022 €	Year ended 30 September 2021 €
Other charitable income		
– St. Patrick’s Mental Health Services	50,000	–
– Healthy Ireland Foundation Pobal	–	37,177
– Daffodil Care Foundation	–	50,000
– Clare Local Development	5,400	–
– Other	139,561	138,760
– Vodafone (<i>restricted</i>)	–	180,000
	<u>194,961</u>	<u>405,937</u>
Total income from charitable activities	<u>1,547,937</u>	<u>1,699,439</u>

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

All income from charitable activities is unrestricted unless otherwise indicated.

	Year ended 30 September 2022 €	Year ended 30 September 2021 €
c) Other trading activities		
	159,861	562
Community events	125,225	–
Fundraising events	1,732	2,193
Sale of merchandise	<u>286,818</u>	<u>2,755</u>

d) Other income

During the year, the company sold its Baggot Street properties with a net book value amounting to €2,391,370. The company has recognised a gain of €172,291 from the sale of this building. (2021: No other income)

5. INCOME AND ENDOWMENTS (continued)

Tusla (Child & Family Agency)	2022 Opening Balance/ deferred income	2022 Total Income	2022 Total Expenditure	2022 Closing balance/ deferred income	2021 Total Income	2021 Total Expenditure	2021 Closing balance/ deferred income
Louth/Meath	-	70,170	70,170	-	70,000	70,000	-
Cavan/ Monaghan	-	52,520	52,520	-	65,000	65,000	-
Dublin Central	-	155,943	155,943	-	154,399	154,399	-
Mayo	-	40,660	40,660	-	42,277	42,277	-
Limerick	-	54,925	54,925	-	37,500	37,500	-
Clare	-	56,700	56,700	-	50,000	50,000	-
Galway	-	28,181	28,181	-	27,902	27,902	-
Cork	-	88,907	88,907	-	93,876	93,876	-
National (Tusla Parenting Lead)	-	69,690	69,690	-	79,000	79,000	-
Tusla CYPSC	-	-	-	-	4,063	4,063	-
Tusla Commissioning	-	30,971	30,971	-	-	-	-
Clare CYPSC	-	6,800	6,800	-	-	-	-
Total	-	655,467	655,467	-	624,017	624,017	-

6. EXPENDITURE

	Year ended 30 September 2022		Total
	Restricted Funds €	Unrestricted Funds €	
a) Charitable activities			
Salary costs	19,994	2,696,360	2,696,354
Direct costs	-	1,516,973	1,516,973
Support costs	4,994	227,977	232,971
	24,988	4,421,310	4,446,297
b) Raising funds			
Salary costs	-	552,265	552,265
Direct costs	-	261,906	261,906
Support costs	-	47,717	47,717
	-	861,888	861,888
c) Other			
Depreciation	154,992	57,744	212,736
Strategy investment	-	10,139	10,139
	154,992	67,883	222,875
TOTAL	179,980	5,351,081	5,531,061

6. EXPENDITURE (continued)

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

6. EXPENDITURE (continued)

ALLOCATION OF SUPPORT COSTS

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

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

7. NET INCOME / (EXPENDITURE)

	Year ended 30 September 2022 €	Year ended 30 September 2021 €
Net (expenditure) / income is stated after charging:		
Auditor remuneration (including VAT) – statutory audit services	20,295	18,450
Depreciation	212,736	211,251
Net (gain) / loss on disposal of fixed assets	(172,291)	571
Operating lease payments	<u>175,043</u>	<u>177,266</u>

8. TAXATION

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

9. EMPLOYEES AND REMUNERATION

	Year ended 30 September 2022 €	Year ended 30 September 2021 €
Salaries	2,821,861	3,025,012
Pension	36,090	34,381
Redundancy costs	-	17,760
Social welfare costs	<u>315,440</u>	<u>320,441</u>
	<u>3,173,391</u>	<u>3,397,595</u>

The average monthly number of salaried persons (including temporary fundraising staff) employed by the company in the year was 101 (2021: 100). An analysis of employee numbers at the year end is as follows:

	30 September 2022 Number	30 September 2021 Number
Services to children	87	87
Fundraising	13	12
Administration	1	1
	<u>101</u>	<u>100</u>

The company employs sessional staff to provide services only as required. The full-time equivalent staff numbers employed in the year was 73 (2021:81).

9. EMPLOYEES AND REMUNERATION (continued)

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

	30 September 2022 Number	30 September 2021 Number
€50,001 – €60,000	8	2
€60,001 – €70,000	3	3
€70,001 – €80,000	2	2
€80,001 – €90,000	2	2
€90,001 – €100,000	-	-
€100,001 – €110,000	-	-
€110,001 – €120,000	1	1

Key management compensation:

The compensation paid to key management personnel (which comprises the CEO, Director of Services, Director of IT & Finance, Director of Marketing and Communications, Commercial Director, Director of People and Transformation and Risk and Compliance Manager) for the year ended 30 September 2022 for planning, directing and controlling the charity is €536,740 (2021: €483,198).

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

10. DIRECTORS' REMUNERATION

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

The total amount of expenses accrued by directors was €Nil (2021: €Nil).

11. TANGIBLE ASSETS

	Freehold properties €	Leasehold properties €	Fixtures & fittings €	Computer equipment €	Total €
Cost					
At 30 September 2021	2,611,066	82,650	220,273	1,093,226	4,007,215
Additions	-	-	1,224	43,676	44,900
Disposals	(2,611,066)	-	-	(18,388)	(2,629,454)
At 30 September 2022	-	82,650	221,497	1,118,514	1,422,661
Depreciation					
At 30 September 2021	202,288	75,788	190,654	682,568	1,151,298
Charge for the year	17,408	2,436	6,300	186,592	212,736
Disposals	(219,696)	-	-	(18,388)	(238,084)
At 30 September 2022	-	78,224	196,954	850,772	1,125,950
Net book value					
At 30 September 2021	2,408,778	6,862	29,619	410,658	2,855,917
At 30 September 2022	-	4,426	24,543	267,741	296,711

12. FINANCIAL ASSETS

	2022 €	2021 €
Balance at beginning of year	13,939	13,939
Balance at end of year	13,939	13,939
<i>Comprised as follows:</i>		
Equities	13,939	13,939

13. DEBTORS

	2022 €	2021 €
Amounts falling due within one year		
Debtors and pre-payments	670,876	353,771

All debtors are due within one year.

14. CREDITORS

	2022 €	2021 €
Amounts falling due within one year		
Trade creditors and accruals	370,648	212,093
PAYE/PRSI	79,418	76,751
Deferred income (Note 15)	313,994	145,500
	<u>764,060</u>	<u>434,344</u>

Trade creditors

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

Accruals

The terms of the accruals are based on underlying contracts.

Taxes and social welfare costs

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

15. DEFERRED INCOME

	2022 €	2021 €
At 1 January	145,500	125,463
Credited to Statement of Financial Activities	(129,775)	(25,463)
Deferred during the year	<u>298,269</u>	<u>45,500</u>
At 31 December	<u>313,994</u>	<u>145,500</u>

Funds received during the year in an amount of €298,269 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.

16. FUNDS OF THE CHARITY

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

In respect of the prior year

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

17. PENSION SCHEME

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

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

18. COMMITMENTS

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

	2022	2021
	€	€
Due within one year	90,008	82,195
Due between one year and five years	214,729	222,221
Due after five years	60,804	94,421
	<u>365,541</u>	<u>398,837</u>

19. RELATED PARTY TRANSACTIONS

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

There were no further contracts in relation to the affairs of the company in which the directors had any interest, as defined in the Companies Act 2014, at any time during the period ended 30 September 2022.

20. POST BALANCE SHEET EVENTS

During the year the company sold its Head Office premises at 29 and 30 Lower Baggot Street.

Post year end, the ISPCC has acquired a new premises and accordingly, no revision of the figures included in the financial statements for the year ended September 30th 2022 has been made.

In the interim, a short-term license is in place for 107 Lower Baggot street, Dublin 2.

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

21. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the directors on 02 March 2023.



**Supporting Children,
Strengthening Resilience**

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