NiteLine

ANNUAL
REPORT
2021/2022

Proudly affiliated colleges

DBS
Dublin
Business
School

Maynooth University
National University
of Ireland Maynooth

NCAD DUBLIN
National College of Art and Design

RCSI
ROYAL
COLLEGE
OF SURGEONS
IN IRELAND

TU DUBLIN
OLLSCOIL TEICNEOLAÍOCHTA
BHAILE ÁTHA CLIATH
TECHNOLOGICAL
UNIVERSITY DUBLIN
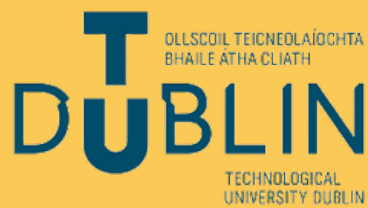
Trinity
College
Dublin
The University of Dublin

UCD DUBLIN
University College Dublin
Ireland's Global University

NiteLine

STUDENTS NITELINE LISTENING SERVICE CLG.
24 BELTON PARK AVENUE
DONNYCARNEY
DUBLIN 9
D09F5C3

COMPANY REGISTRATION NO: 439123

CHARITABLE TAX EXEMPTION NO: CHY22895

CHARITIES REGULATORY AUTHORITY (CRA) NO: 20206226

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Legal and Administrative Details

Board of Trustees	- Shanna Collins (Chair) - Kirsty Ettershank - Catherine O'Connor - Bláthín Peirce - David Garvan - Alexander McQueen - Seán Shannon
Company Registered Number	439123
Charity Registration Number	20206226
Registered Office	24 Belton Park Avenue, Donnycarney, Dublin, Ireland D09 F5C3
Company Secretary	Bláthín Peirce
Coordinator	Alex Burke
Principal Bankers	Bank of Ireland, 2 College Green, Dublin 2, D02 VR66
Independent Auditor	Not Appointed
Solicitors	Not Appointed

Chairperson's Statement

It gives me great pleasure to report on NiteLine's activities for the year.

NiteLine is an out-of-hours peer support service for third level students. We offer a listening and information service run by and for third level students every night of the week during term-time (September to May). NiteLine provides a service that is anonymous, confidential, non-judgemental, and non-directive.

The COVID-19 pandemic continued to impact NiteLine, limiting our services during restrictions. The volunteers' response to these unprecedented challenges has been outstanding. They have demonstrated reliance and resourcefulness as they adapted and developed new ways of working. During restrictions, volunteers answered instant messaging contacts from their homes which enabled NiteLine to provide much needed support to students during this difficult period. Once restrictions began to be lifted, our volunteers returned to the NiteLine hub office to reopen our phone lines and I am pleased to confirm the return of NiteLine's full services.

This year marked the second year of our five-year strategic plan which covers the period 2021-2025. We have continued to advance our objectives and had an incredibly productive year.

The key highlights include:
- Submission for charity status – Our charity status application was approved on 27th August 2021.
- Expansion of services – In September 2021, the Technological University Dublin became a partner college of NiteLine. This partnership increased the number of students NiteLine provides support services to from over 70,000 to over 100,000.

Chairperson's Statement

This year we have seen a decrease in the number of contacts due to COVID-19 restrictions, which lead to students being disconnected from college and restricted the services and outreach we could provide. As we look ahead, we aim to raise more awareness of NiteLine with the objective of increasing the number of students who avail of our services. This will be achieved through increased on campus presence, publicity events, workshops, and online marketing. To support this growth, there will also be a significant focus placed on income diversification and potential fundraising and grant opportunities.

Doireann Crosson and Adam McNally retired from the Board at the end of the fiscal year. On behalf of everyone at NiteLine, I want to thank Doireann and Adam for their huge contribution to NiteLine, especially in our application for charity status.

I would like to extend a warm welcome to Alex McQueen and Sean Shannon who recently joined the Board. Sean has been appointed as our Fundraising & Sponsorship Trustee. As part of our strategic plan, we aim to diversify our income through increased fundraising, sponsorship and partnerships and Sean will play a key role in driving these strategic objectives. Alex has been appointed as our Governance & Risk Trustee. As a Board we are committed to the ongoing development of our governance, in compliance with the Charities Governance Code. The creation of a new Governance & Risk Trustee position on the Board strengthens our commitment to improving our governance structures which will ensure best practices guidelines continue to be implemented.

Finally, I would like to thank all our volunteers, affiliated colleges, trustees, and those we collaborate with, for their support, encouragement, and commitment throughout the year. Without these people giving their time and expertise, NiteLine could not continue to provide much needed support to students. I look forward to continuing to work together this year.

Shanna Collins
Chairperson

The Story so far

NiteLine was established in 1993 by the Students' Unions of Trinity College Dublin and University College Dublin. Inspired by similar student-run services in the UK, they aimed to set up a late-night listening service to provide free and anonymous peer support to students over the phone.

We have expanded to seven colleges in Dublin and the surrounding areas. NiteLine now offers services to more than 100,000 students. Since the introduction of our instant messaging service in 2012, our annual contact volume has increased exponentially from just over 600 contacts in the academic year 2012/2013 to just over 1,500 contacts in the year 2020/21. Sixty percent [60%] of our contacts now come in via instant messaging, with the remaining forty percent [40%] coming through our phone service.

Our Values

Compassion

Student Empowerment

Excellence
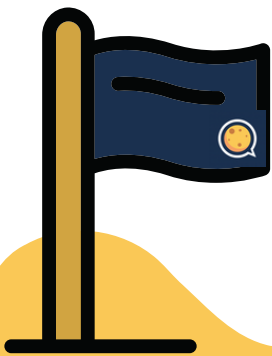
Peer Support

Inclusivity

Who Are We?

NiteLine is an out-of-hours peer support service for third level students. We offer a listening and information service run by and for third level students every night of the week during term-time. We provide a service that is anonymous, confidential, non-judgemental and non-directive.

Our Mission

NiteLine's mission is to support student mental health through a confidential, late-night listening and information service.

Our Objective

NiteLine's main objective is the provision of a free peer support service for third level students in Ireland. This is achieved by providing a late-night helpline, an instant messaging service, workshops and other peer support services for the benefit of all students of our affiliate colleges.

Our Vision

NiteLine's vision is for all third level students to have access to an empathetic peer listener.

1347

contacts answered

641

hours spent on contacts

7

colleges partnered

46

volunteers welcomed to the team

5180

follows across all our social media platforms

Governance and Risk

In November 2020, the new Board was appointed. The trustees committed their time and energy to ensure compliance with the Charities Governance Code. The Board is mindful of its governance responsibilities and its obligation to ensure NiteLine's financial future.

In conjunction with the application for charity status, NiteLine overhauled and strengthened its governance structures, particularly in financial controls. This work was recognised in November 2020, when NiteLine won the Carmichael's Best Governance Improvement Initiative in Category 1. NiteLine is honoured to have received this award for its improved governance and practices and is committed to maintaining and developing its governance to ensure best practices guidelines are implemented and adhered to.
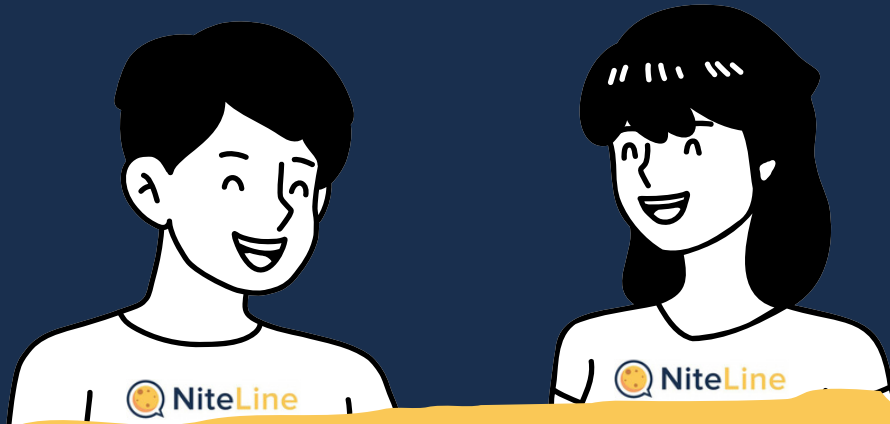
External Activities

Helpline

NiteLine's helpline is the main service provided by our charity. The helpline provides a listening service to students which strongly abides by our values. The helpline offers a non-directive, non-judgemental, confidential method of communication with anonymous volunteers to provide a comforting service for our callers to discuss anything that is on their mind.

Our helpline consists of both a freephone option and an instant messaging option which can be availed of on the NiteLine website [www.NiteLine.ie].

NiteLine's helpline is available seven nights a week throughout the academic year from September to May, with a short break at the end of December and early January.

In the academic year of 2021/21, NiteLine received 1347 contacts. This is a noticeable decrease from the calls received in previous years. However, some level of COVID-19 restrictions existed for a significant portion of this academic year, leading to more students being disconnected from college and restricting NiteLine in the service, workshops and outreach it could provide.
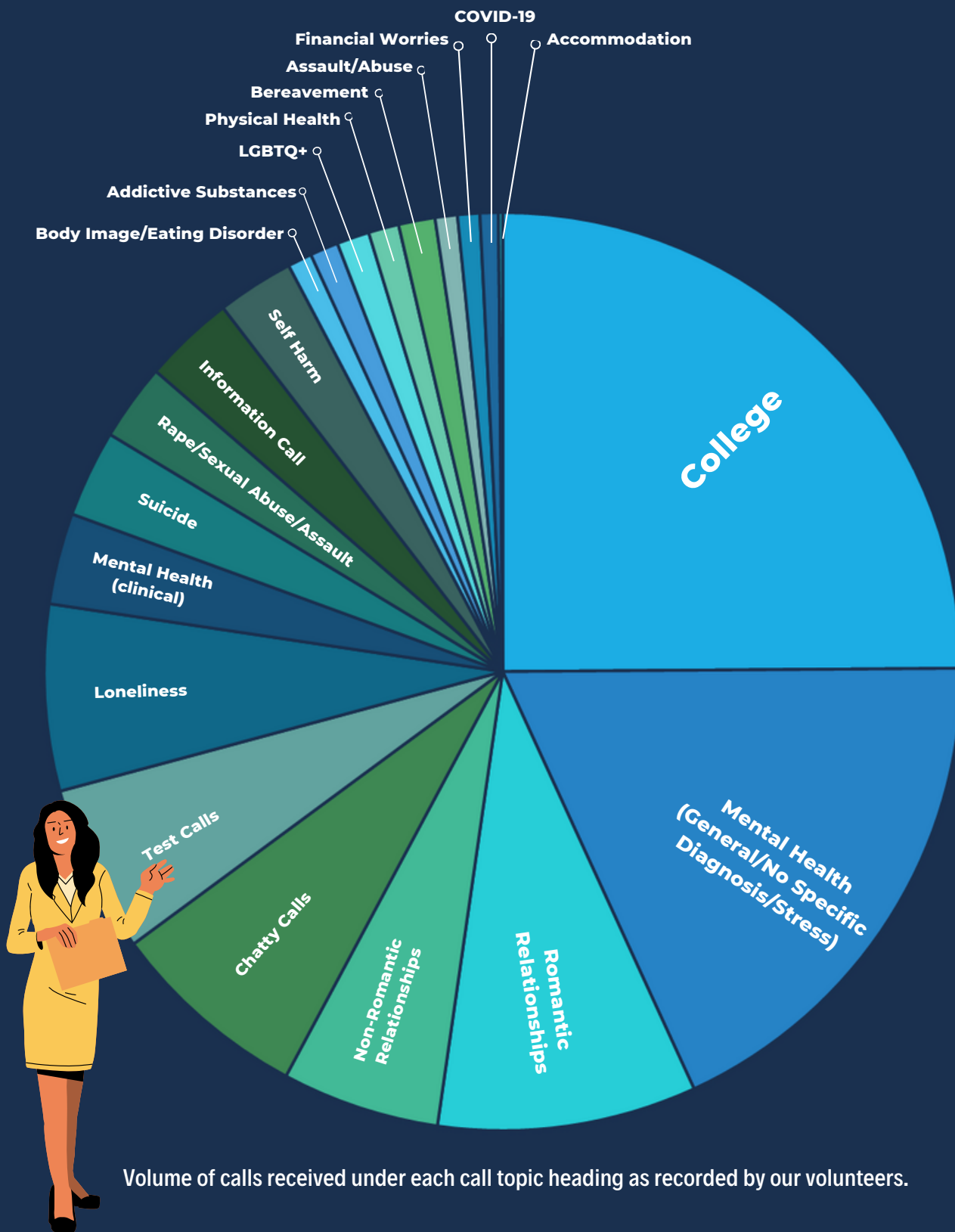
It has been widely documented that in the last decade, the severity and complexity of mental health issues amongst third-level students has increased significantly (1). Higher education institutions are struggling to provide sufficient mental health services to support the ever growing higher level education population. These facts attest to the importance of a mental health service such as NiteLine. As students encounter an increasingly competitive and stressful environment, NiteLine aims to provide students a safe comforting place to communicate how they are feeling especially in light of the past few years in which students had to adapt to an entirely new way of living as a result of COVID-19 (2)(3).

NiteLine is based on the pillars of being anonymous, confidential, non-directive and non-judgemental. Our volunteers follow these pillars rigorously in order to respect and listen to our contacts.

Call Topics

NiteLine aims to provide a listening platform to every third level student across our affiliated colleges. Our volunteers have conversations which include a wide variety of topics. For the year 2021/22, the main three call topics included college, mental health and relationships.

COVID-19
Financial Worries
Accommodation
Assault/Abuse
Bereavement
Physical Health
LGBTQ+
Addictive Substances
Body Image/Eating Disorder
Self Harm
Information Call
Rape/Sexual Abuse/Assault
Suicide
Mental Health (clinical)
Loneliness
Test Calls
Chatty Calls
Non-Romantic Relationships
Romantic Relationships
Mental Health (General/No Specific Diagnosis/Stress)
College

Volume of calls received under each call topic heading as recorded by our volunteers.

Call Volume

NiteLine operates by engaging with contacts from our office. However, as COVID-19 restrictions persisted in 2021/22, our charity adapted to ensure the safety of our volunteers. Instant messaging contacts were taken remotely with restricted opening hours. Phone call contacts were not operated during this time due to privacy concerns. As restrictions began to ease, volunteers returned to contacts in our office with strict social distancing policies and mask wearing procedures. These adaptations led to lower than expected contact volumes.

Throughout the coming year, it is our objective to restore and increase our contact volumes to the volumes of contacts taken prior to the COVID-19 pandemic.

Annual Call Volume (5 year comparison)
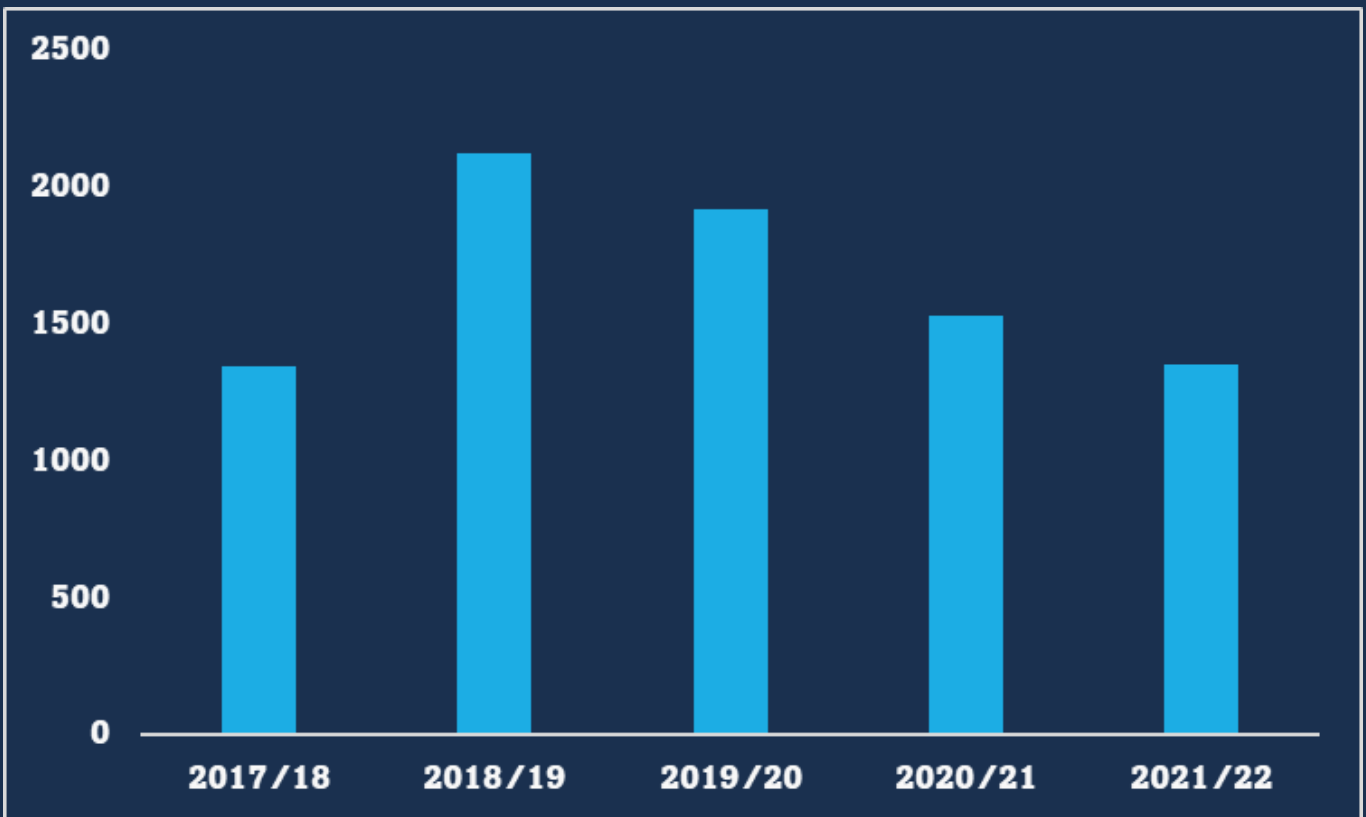
Annual call volume over the last five academic years

Social Media

NiteLine serves the third level college population of Ireland. The main method of communication used by NiteLine users is social media. This includes platforms like Instagram, TikTok, Facebook and LinkedIn.

2,100 Instagram followers

870 TikTok followers

2,800 Facebook followers

245 LinkedIn followers

Publicity Events

In addition to the helpline, NiteLine frequently delivers workshops for students in order to provide skills that students can use in their everyday lives to care for their mental health. Some of these workshops are described below.

Self-Care Workshop

University life can be an extremely challenging time for students. In order to perform at their best level, it is critical that students care for their mental health. NiteLine's self care workshop provide students with key skills needed to care for themselves in every day life especially during times of stress which is common in the life of a college level student.

How to Support a Friend Workshop

College stress can cause many students to feel overwhelmed which may result in a decline in mental health. NiteLine provides this workshop so that students have the necessary skills to support their peers throughout the academic year and beyond.

How to Take Care of Your Own Mental Health Workshop

NiteLine appreciates how difficult it can be to be a student, especially during times of high stress. Therefore, our goal is to equip our third level community with all the skills needed to protect their mental health so they can achieve their best. We also have a focus on topics like "Compassion Fatigue" and "Exam Stress"

Publicity Events

NiteLine hosts social events to discuss the impact mental health has on the student population of Ireland. We pride ourselves on these events which provide fun social activities for students to go to.

NiteLine X TCD Psych Soc

Mental health panel with guest speakers!

Ed Burke Theatre, TCD

April 1st @ 4pm

NiteLine
CRA: #20206226

NiteLine engaged in several panel discussions about the importance of mental health, the most notable of which was the Trinity Mental Health panel discussion which featured local celebrities Daniel Twomey and Gabrielle McGee. This open and honest discussion was represented by the TCD Psychology Society which gave students an outlet to discuss mental health in college.

NiteLine facilitated a poster competition for NCAD students to promote our service. The winning poster can be seen on the right and was created by an extremely talented NCAD student. NiteLine intends to facilitate more competitions in the future.

NiteLine hosted an event in Trinity College Dublin for rainbow week in collaboration with the DJ society. This event featured face painting, canvas painting and of course lots of information distributed to students to raise awareness about the service we provide.

Our Volunteers

NiteLine continuously strives to provide the best call service to third level students. To maintain this high standard, NiteLine has a committee of enthusiastic and devoted volunteers who dedicate additional time to our service to ensure that we meet the needs our community.

Each year, NiteLine volunteers elect the committee who are responsible for maintaining the organisation, with support from counsellors and other important staff members in our affiliated colleges.

Some of our Public Face volunteers for 2021/22

Staff Ambassadors

NiteLine believes that the staff at our affiliated colleges play a major role in the publicity of our charity. The staff ambassador program is a collaboration effort between NiteLine and academic staff, where lecturers, counsellors, tutors and others help to spread the word about NiteLine among their students.

These staff ambassadors engage in many activities including using an information slide at the end of lectures and emails. They also include NiteLine posters in their handbooks, websites and other modes of distribution. They may also help by distributing our introductory video, application forms and student surveys.

Staff ambassadors played a particularly significant role during COVID-19 restrictions, as NiteLine publicity events were not permitted to go ahead. Through the efforts of staff ambassadors, NiteLine could continue providing a listening platform to the student population during a time when it was most needed.

Media Appearances

Radio

This year, NiteLine engaged with many facets of media including radio. The charity was interviewed on UCD's radio station known as Belfield FM in which the importance of our service was emphasized to listeners.

NiteLine also engaged in a podcast with the Dublin Business School Student Union Welfare team.

Our volunteers made an appearance on the "Good Morning Dublin Show" with Dublin City FM to discuss the challenges that face college students.

Newspaper

NiteLine also featured in newsletter and newspaper articles. This form of media exposure is a key publicity tool for NiteLine as it ensures that our service is presented to as many individuals as possible. NiteLine was featured in articles in "divRCSIty" and in the NCAD student union newsletters. NiteLine is also proud to have been featured in three media articles in "The University Times" and "Trinity News" newspapers this year.
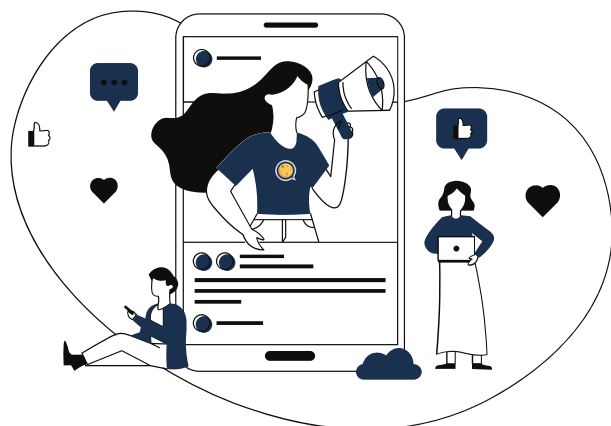
Social Media

This year, NiteLine was featured in an interview with the Humans of Dublin Instagram page in which Maciej, our Head of Publicity discussed his journey with NiteLine.

NiteLine's Impact

NiteLine conducts an annual student survey which is distributed to all students across our affiliated colleges in the second semester of 2021/22. The student survey provides insight for volunteers at NiteLine regarding a variety of aspects of our charity. This year our student survey amassed a total of 351 submissions.

NiteLine experience rating
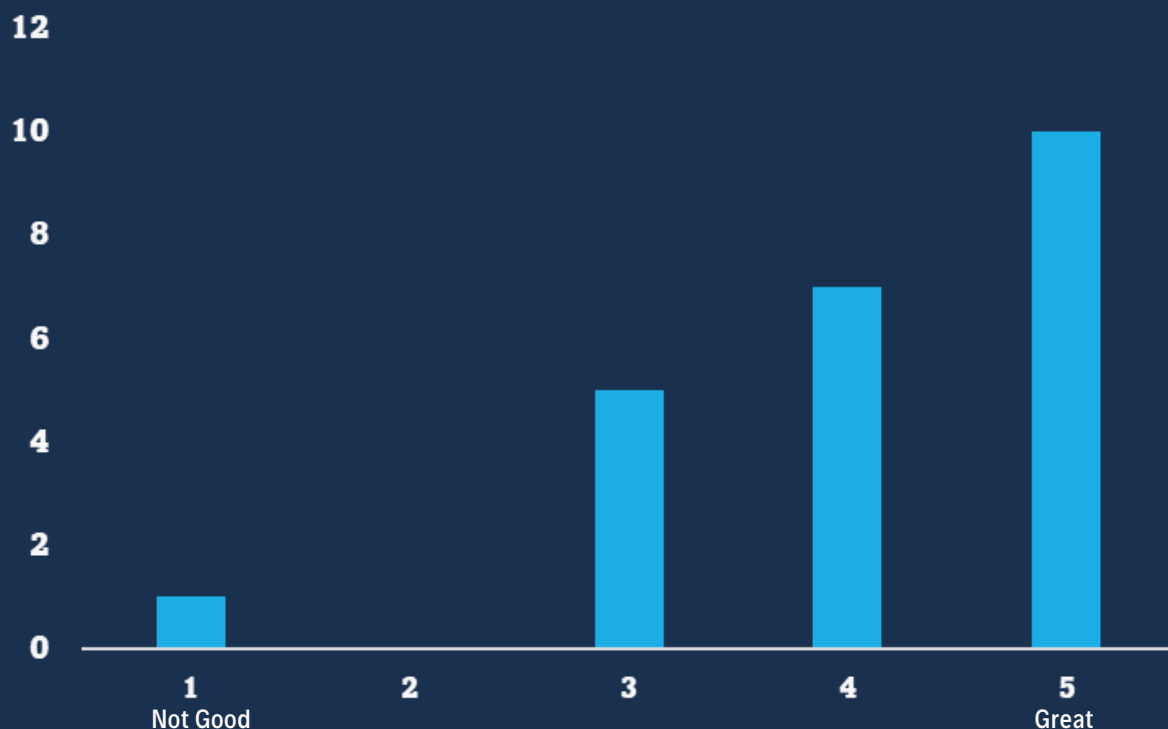
Responses received to the question "How would you rate your experience contacting NiteLine?". This question was answered on a scale from 1–5. A score of 1 meaning not good, 5 meaning great.

Of those who responded to the NiteLine student survey, 168 individuals agreed that although they may not have used our service, they still view our service as valuable. Furthermore, 101 individuals indicated that the services NiteLine provide are helpful.

Anonymous Student Testimonials

"NiteLine was really helpful for me and it made me feel like I wasn't alone with some of the difficult things I was experiencing in college."

"I found it calming and it was somewhere safe to go to when I was in distress or needed someone to just listen to me. They helped reassure me and put things into perspective for me."

"It was really good. I was able to talk through my situation and they were just really sound and listened and were really kind to me."

Internal Activities

Internal Activities

COVID-19 response

The COVID-19 pandemic caused a significant challenge for NiteLine. The response by third level students, including our volunteer base, showcased the incredible resilience that students in our seven affiliated colleges have. With this in mind, throughout the restrictions, NiteLine undertook high quality standards of COVID-19 safety compliance in order to keep our dedicated volunteer base safe and healthy.

As restrictions continued through the year of 2020/21, NiteLine took the utmost precautions by facilitating volunteers to answer instant messaging contacts from home.

However, once the COVID-19 restrictions eased, NiteLine made the formal decision to allow a restricted number of volunteers to operate in the NiteLine hub office each night in order to return the use of our phone line. The number of volunteers permitted in the room was reduced from 5 to 3 in order to allow for 2 meter social distancing between work stations. All volunteers wore masks and were encouraged to use the hand sanitiser provided on each desk. Our volunteers also attended mandatory training on the prevention of COVID-19 while volunteering.

After most restrictions were lifted in October 2022, social distancing was no longer required and a maximum of 5 volunteers, at any one time, could again work from our office. In February 2022, in line with government guidelines, the requirement to wear a mask in our office was lifted, and we could finally return to volunteering as we knew it pre-pandemic.

We would like to extend our gratitude to everyone who assisted us throughout the pandemic to ensure that NiteLine could remain open for third level students.

Internal Activities

Volunteer Welfare

Due to the nature of our service, we place extreme importance on the welfare of our volunteers. NiteLine's support structure consists of a debriefing session at the termination of each shift, bi-weekly support meetings provided to volunteers, one-to-one meetups and free counselling sessions provided by our affiliated colleges.

Following the easing of COVID-19 restrictions, NiteLine adapted a novel approach to our support meetings. NiteLine now alternates between in-person and online support meetings. The support leaders and support officer play key roles in the running of support meetings and in volunteer welfare in general. Support leaders are experienced volunteers who are on call throughout shifts to provide guidance to volunteers who are taking calls, particularly in stressful situations. Support leaders check in with volunteers throughout their shift to ensure that the volunteers feel supported. Support meetings are facilitated by a counsellor from one of our affiliated colleges, to ensure that our volunteers have access to the professional support they may need.

Internal Activities

Training

The NiteLine training team continually strive to provide the highest level of quality assured training to equip new volunteers with all the skills necessary to properly support our callers. NiteLine training consists of 24 contact hours with our training team, practice calls with experienced volunteers and a final assessment of their contact skills. After this training process, volunteers are eased into their contact-taking experience by shadowing experienced volunteers on their first shift.

The modules provided in training are broad and encompass many themes including but not limited to eating disorders, LGBTIA+ issues, suicide, sexual assault and loneliness. The training aims to introduce communication techniques to volunteers so they can tackle any topic they may face. These training modules are generally delivered face-to-face; however due to COVID-19 restrictions, the first training sessions were delivered online in summer 2021. Online training proved to be highly successful with a significant level of volunteer retention post training. Training returned to in-person sessions once restrictions allowed in autumn 2021.

Improvements made this year:
- Training think tank
- Themed support meetings to facilitate discussions on key topics
- Trainee Agreement, Role Spec, and Handbook created to make the training and assessment process fully transparent to trainees and set expectations on conduct
- Lesson Summary Sheets and Policy Handouts created to give trainees a concise resource to review the core concepts of the lesson and the key policies it references
- How to Give Feedback handout created to give trainees an introduction to practice calls, the key skills to look out for, and how to give and use constructive feedback on these throughout their learning
- New Sample Call videos created on heavier and more technical topics to give trainees an example of what these calls could look like

Volunteer Recruitment
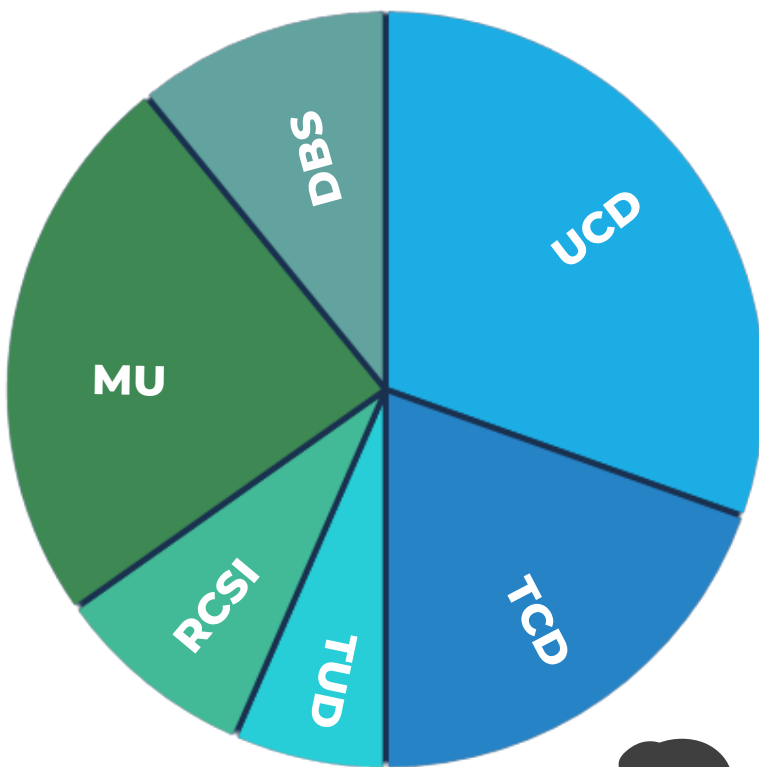
In May 2021, applications for new volunteers opened. NiteLine received 195 applications. Of these 195, 106 were interviewed with 46 trainees ultimately selected.

Applicants were recruited using a novel recruitment process which targeted individuals which were underrepresented in our volunteer base.

Underrepresented groups in our volunteer population include male students, international students, postgraduate students and mature students. To achieve this, the training team sent campaign emails to individuals which fulfilled the criteria.

Our training team encourages individuals from all affiliated colleges to apply. This year, the number of applicants which entered training from each college was largely representative of the size of the college.

Applicants were assessed using new application and interview criteria. The new rubric of assessment ensures a standardised method for the training team to assess potential volunteers. The introduction of this novel approach assists the training team in decision making to ensure that NiteLine recruits high quality volunteers to represent and enrich our charity.

Strategic Plan

Strategic Plan Implementation

NiteLine released its strategic plan for 2021–2025 in December 2020 which details the core ambitions of our service. The strategic plan was developed through the collaboration of volunteers, representatives of affiliated colleges, an external advisory board and third level students. This plan is reviewed and updated annually. The main objective of this strategic plan is to widen the availability of NiteLine to more students nationwide. Our 5–year strategic plan is supported by 1–year work plans.

The strategic objectives set out by NiteLine are as follows:
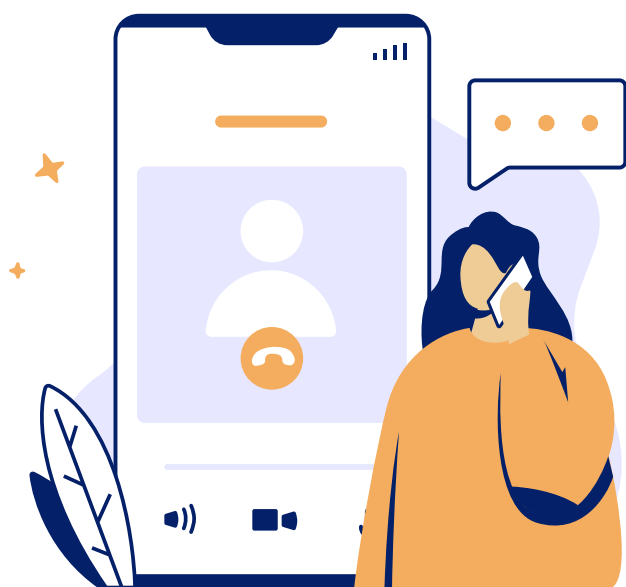
Strategic Objective 1: Best Practice

Strategic Objective 2: Efficiency

Strategic Objective 3: Expansion

Strategic Objective 4: Awareness

Strategic Objective 5: Funding & Partnership

Strategic Plan Implementation

Strategic Objective One:
Best Practice

NiteLine aims to review the service which is offered to students and to improve it in any way we can to guarantee the best possible support.
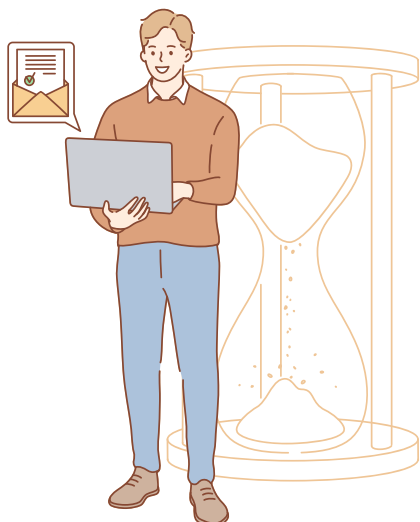
Goals

1. **Create a quality assurance protocol.**
2. **Implement a new system for presenting call taking policies to our volunteers which clearly demonstrates the evidence base behind each policy.**
3. **Collate and implement feedback from our volunteers on our training and internal support.**
4. **Collaborate with other helplines to exchange best practice.**
5. **Ensure compliance with all relevant additional standards of the Charities Governance Code.**

Updates

1. **A quality assurance protocol has been implemented. This protocol was drafted based on existing quality assurance measures and additional measures provided by other similar helplines.**
2. **Research is currently underway for this strategic goal however is aimed to be completed by 2025.**
3. **The Volunteer Survey was implemented in 2021 and has become an annual staple of our charity, also being repeated at the beginning of 2022. This survey provides vast insight into the internal structures of our charity. This feedback is used by the Support Officer and the Training Development Officer to appropriately inform the structure of support and ongoing training for the upcoming year and ensures practices are volunteer informed.**
4. **This goal was achieved in 2021 and is a continuous practice in our charity. This procedure will be repeated bi-annually. Through engaging with different national helplines, we have received valuable insight into best practice through quality assurance protocols and volunteer support.**
5. **The Board are in full compliance with the Charities Governance Code.**

Strategic Plan Implementation

Strategic Objective Two: Efficiency

NiteLine continually reviews our organisational model to meet the demand of our services.

Goals

1. Ensure we recruit both volunteers and trustees with the necessary skills to achieve our strategic objectives (continuous).
2. Refine the relationship between our student-run committee and our Board of Trustees (ongoing).
3. Restructure our committee for more effective communication as we expand (to be completed for incoming committee 2022/23).
4. Introduce full-time pay for NiteLine's Coordinator (to be completed 2025).
5. Develop an IT strategy to support our strategic objectives (to be completed 2025).

Updates

1. NiteLine recruited the first Board of Trustees in 2020. Every member satisfied the relevant skills required. Furthermore, as of the end of this fiscal year of 2022, two new board members were added to the Board whom both fulfil the skills necessary for their respective roles. The Board composition is reviewed annually. The volunteer population is also reviewed to ensure our volunteers are representative of the diversity seen in the wider student population.
2. This is an ongoing process between the student-run committee and the Board of Trustees. A step which has been taken this year notably was a review of the Board's handbook and a Board evaluation.
3. The restructuring of committee organisation has been completed as of 2022 and has been introduced for the 2022 student-run committee. The structural layout of the committee can be viewed in the committee organisation chart in the governance section of this report (page 43).
4. This goal has not been implemented yet however we predict as a result of diversifying our income, that this goal will be achievable by 2025.
5. A Board trustee was first appointed in June 2021 who possesses expertise in IT and data analysis. This is the first step in this process.

Strategic Plan Implementation

Strategic Objective Three: Expansion of services

NiteLine has the objective to increase access to our service by expanding to more colleges, reviewing opening hours and investigating new ways to engage with our contacts to offer support.

Goals

1. Increase the number of students who can access our services by increasing the number of students covered by our service by at least 20% (completed following affiliation with Technological University Dublin).
2. Increase our annual contacts by at least 50% (to be completed by 2025).
3. Explore options for new, innovative and effective platforms to offer peer support (to be completed by 2025).
4. Review our opening hours (to be completed by 2025).
5. Support the establishment of at least one more NiteLine in Ireland (to be completed by 2025).

Updates

1. In September 2021, the Technological University Dublin ("TUD")became a partner college of NiteLine. This lead to an increase in the number of students with access to our services from 70,000 to over 100,000 which is a 43% increase. At NiteLine we aim to increase access to our services above and beyond our goals. We will direct our focus to increasing the number of students by at least a further 20% by 2025.
2. Due to the COVID-19 pandemic, we have witnessed a notable decrease in the number of contacts made to our service. However, as we restore our on-campus presence through publicity and fundraising to spread awareness, our goal is restore our pre-COVID annual contact levels.
3. Research is underway to review other forms of support platforms such as email and text messaging platforms. The additional platform will be finalised by 20223 and implemented by 2025.
4. This goal will be completed by 2025 and is under review.
5. Discussion is underway to ensure a sustainable model of expansion for this goal and in the upcoming year will be reviewed by both the committee and the Board of Trustees.

Strategic Plan Implementation

Strategic Objective Four: Awareness of Services

NiteLine aims to alert as many students as possible about the services we provide across all of our affiliated colleges.

Goals

1. Develop our physical on-campus presence at our affiliated colleges.
2. Increase our social media followers by 100%.
3. Develop a public engagement strategy to support our expansion over the next 5 years.

Updates

1. Due to COVID-19 restrictions, the physical on-campus presence of our service volunteers has been restricted. However this past year has highlighted the importance of social media presence during times when in person awareness activities aren't feasible. NiteLine has vastly developed our online presence through delivering workshops online over Zoom and by conducting giveaways on our social media platforms. As restrictions lifted, NiteLine's workshops returned to a face-to-face format and allowed us to develop this goal further. In the academic year of 2022/23 we aim to increase this engagement significantly as students plan to be on campus without restrictions for the entire academic year.
2. In the year 2021/22, this strategic goal was revised as issues arose in the publicity team as a result of restrictions of the COVID-19 pandemic. It was agreed that the 100% goal may not be attainable as a result of the lack of publicity available. At the current predicted rate of our social media following, we predict an approximate 80% increase of social media followers by 2025.
3. This goal is under review and will be completed by 2025.

Strategic Plan Implementation

Strategic Objective Five: Funding and Partnership

NiteLine aims to diversify its income streams through affiliations and partnerships, and ensure that it has the funding necessary to continue to provide a high-quality service to students.

Goals

1. Review our existing affiliation fee to ensure NiteLine is enabled to provide a high standard of service whilst balancing the need for affordability for colleges.
2. Design a revenue development plan to diversify our income, focusing on fundraising and grant opportunities.
3. Establish partnerships to cover at least 25% of our costs (to be completed by 2023).

Updates

1. NiteLine strives to ensure equality in the services provided to each college and in return we want to ensure that our affiliation fee is affordable for colleges, while reflecting the value of the service provided and the resources required to deliver this service to colleges of varying sizes. This strategic goal is currently in review and we estimate that we will progress significantly on this point during the academic year of 2022/23.
2. As of this year, there was a significant focus placed on the research of income diversification and potential fundraising and grant opportunities. During the academic year of 2022/23, NiteLine plans to implement more fundraising activities than ever before and to begin the income diversification process through establishing multiple streams of income for our charity.
3. This goal is actively under review.

Governance

Board of Trustees

Shanna Collins
Chairperson

Shanna works in EY's Strategy and Transaction team focusing on Government & Infrastructure and has over 12 years' experience in the provision of audit, accounting and advisory services across public and private sector clients. Shanna trained in PwC's Asset and Wealth Management Assurance practice and has extensive knowledge on the preparation of financial statements, technical accounting and internal controls. Shanna previously worked on NiteLine's Advisory Board, providing guidance on the development and enhancement of the internal financial control framework. NiteLine has been recognised for its best practice financial controls and won Carmichael's Best Governance Improvement Initiative in Category 1 in November 2020. Shanna is a member of Chartered Accountants Ireland and graduated from Dublin City University with a Bachelor's degree in Business and a Diploma in Accountancy.

Bláthín Peirce
Comapny Secretary

A law graduate of UCD and TCD, Bláthín has qualified as both a solicitor and barrister and has over ten years' experience across the Irish courts, the public sector and the private sector. Currently, she is employed as a solicitor with a large utility provider where she specialises in data protection, consumer law, commercial contracting and litigation. Bláthín has a keen interest in the issues of corporate responsibility, and diversity and inclusiveness. She previously volunteered as a counsellor with the Dublin Rape Crisis Centre and credits that experience with her appreciation and respect for distance counselling services.

Alex is a director in the Financial Services Audit department in KPMG. A chartered accountant, Alex also holds a Bachelor of Commerce degree and Master of Accounting degree from University College Dublin (UCD).
He has 12 years' experience providing audit, assurance, accountancy and advisory services to clients in the aircraft leasing and other sectors. Alex is an advocate of inclusion and diversity with a focus on LGBTQ+ issues.

Alexander McQueen
Governance & Risk

Board of Trustees

Board of Trustees

Rotation of Trustees

At NiteLine, we want to ensure that we foster innovation and ensure we follow best practice. We believe that the rotation of trustees is key to this.

Therefore, a NiteLine Trustee cannot serve more than 2 consecutive terms on the Board and whilst they can take a break and return, no Trustee can serve for more than a cumulative total of 9 years.

Induction and Training of Trustees

Once a new Trustee has been appointed, the Coordinator, the Chairperson, and other selected Trustees meet with them to induct them into the role. An Induction Pack is shared which contains key policy documents, an organisation history, strategic plan and business plan.

Similar to NiteLine volunteers, the Board also prioritises on-going training. All Trustees have received training on the roles and responsibilities of Charity Trustees from the Carmichael Centre. In Quarter 4 of this year, the Chairperson plans on developing a skills-matrix for the Board, to ensure there are no additional training needs. If needs are identified, a budget has been allocated for Trustee training.

Conflicts of Interest

In addition to training and rotation, NiteLine has adopted a Conflict of Interests Policy, based on the Charities Regulator's guidelines, to protect the integrity of NiteLine. This policy assists the Board to effectively identify, record and manage any conflicts of interest to ensure that all trustees act in the best interests NiteLine .

Committee

NiteLine continuously strives to provide the best standard call service to third level students. To maintain this standard, NiteLine has a committee of enthusiastic and devoted volunteers who dedicate additional time to our service to ensure that we meet the needs our community.

Each Year, NiteLine volunteers elect the committee who are responsible for maintaining the organisation, with support from counsellors and other important staff members in our affiliated colleges.

The commitee consists of five key departments which includes;

Training

Publicity

Finance & Sponsorship

Research & Development

Volunteer Welfare

Committee Organisation

Coordinator

Vice-Coordinator

- Head of publicity
  - Publicity officers
  - Public faces
  - Visual Merchandising officer
  - Social Media Officer
- Head of training
  - Training officers
  - Training Development Officer
- Finance officer
  - Fundraising and sponsorship officer
- IT officer
- Morale Officer
- Support Officer
- Rota secretary
- Research and Development officer
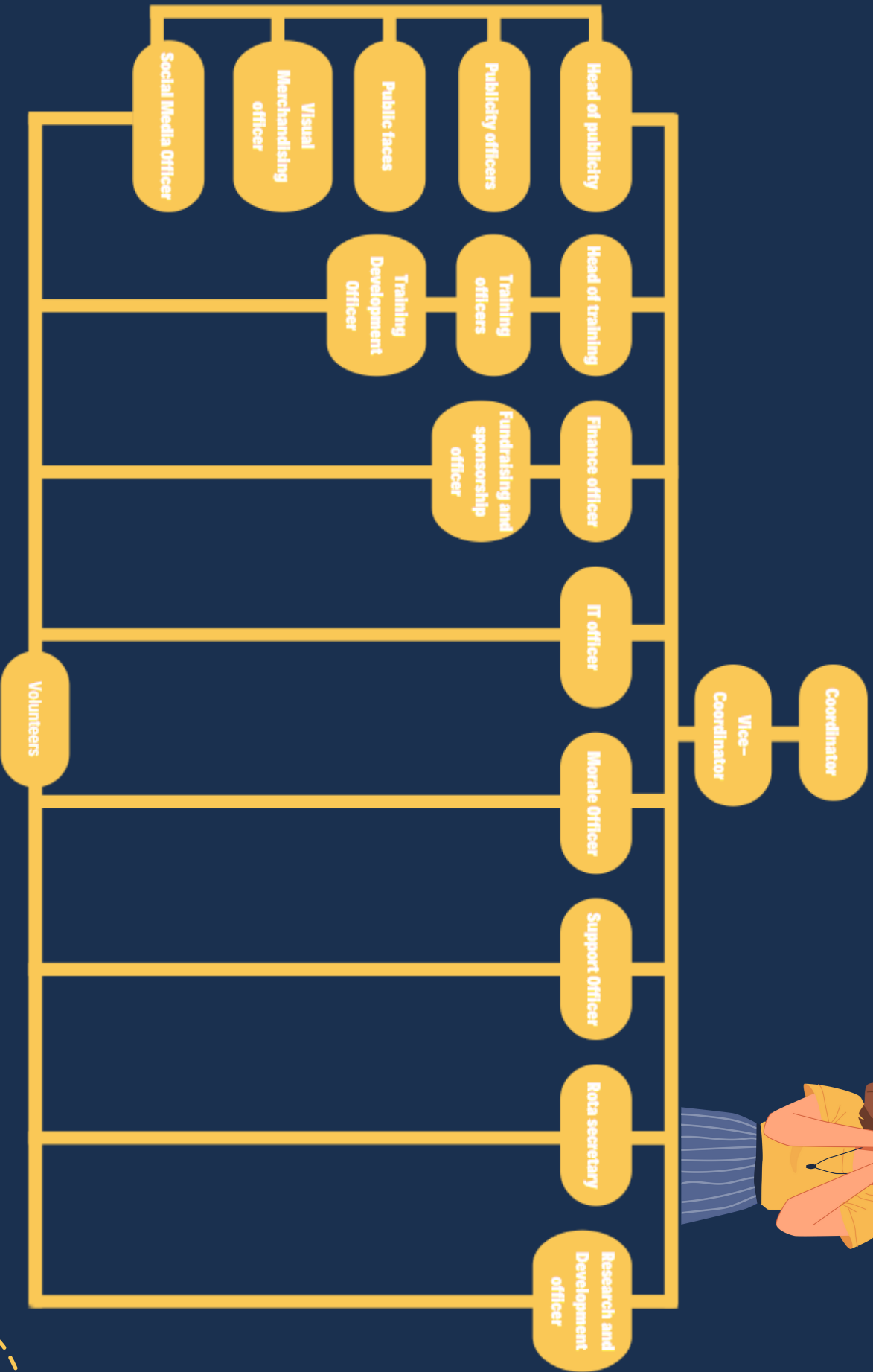
Volunteers

Stakeholders

NiteLine has a collection of stakeholders which include our volunteers, the students, student service departments and the student unions of affiliated colleges.

NiteLine receives its' funding from its' affiliated colleges which includes Dublin Business School, Maynooth University, National College of Art and Design, Royal College of Surgeons in Ireland, Technological University of Dublin, Trinity College Dublin and University College Dublin.

In return for this funding, each semester NiteLine provides extensive reports on its activities to the student unions, counselling and student services of each affiliated college. Furthermore, NiteLine posts frequent social media posts which update colleges about its' activities.

NiteLine will update students' unions and other college stakeholders with any other relevant information, outside of the semester reports, via email which can then be circulated to students. Updates may include changes to opening hours and upcoming activities. These updates are also easily accessible via our website [www.NiteLine.ie] and social medias.

Risk Management

In order to identify, mitigate and prevent potential risk which may arise, NiteLine has a risk management policy. The risks include, but are not limited to; Governance and Management, Environment, Compliance, Operational and Financial Risk. The risk management policy details the responsibilities of everyone in NiteLine in combatting risk. Procedures for foreseen risk are documented including the management of the risk register. The risk register is regularly updated. The risk register outlines reporting risks and the training of volunteers and trustees with regard to their responsibilities around risk.

Each risk is assigned a probability score of 1–5 and an impact score of 2–5 which are thus miltiplied to give a risk rating which can be categorised as follows;

1–5
low risk,
monitor

6–10
medium risk,
consider
action

11–15
medium risk,
take action or
create
contigency

16–25
high risk,
take
immediate
action

Financial Narrative and Statements
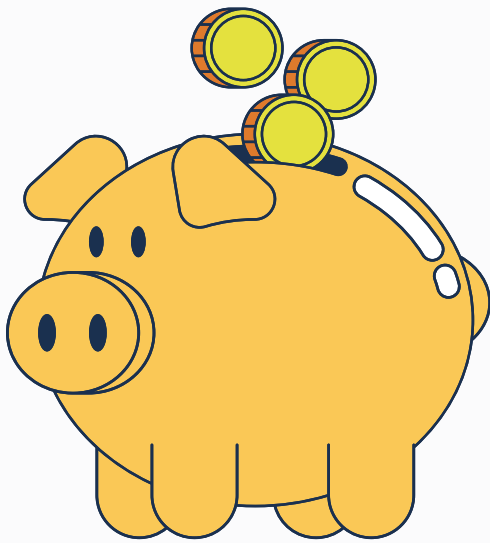
Income

As of the current year, our income for operational procedures is solely based on affiliation fees which our charity receives from our seven affiliated colleges. During the upcoming year, it is our main objective to seek new options to diversify our income streams and to decrease our dependency on this form of funding.

The number of universities affiliated with our charity has changed over the years and thus so has our corresponding income. In the coming months, we aim to diversify our income further.

Expenditure

The expenditure of our charity is distributed across many departments which differ in their total expenditure. Due to the restrictions imposed as a result of the COVID-19 pandemic, our expenditure distribution has vastly changed. Prior to the pandemic, the highest spending department were taxi and travel expense costs for volunteers to travel home and telephone costs. However, as a result of remote contact engagement, our expenditure has been allocated to improve other departments within our charity. This year, publicity was the department with the highest expenditiyre costs due to in-person and social media oppurtunies to ensure active coverage of all colleges

Sponsorships

NiteLine is delighted to receive sponsorship-in-kind from one local business. Reads Design and Print have generously covered the cost of some of our advertisement material such as stickers and posters since 2012 which enables our charity to spread awareness of the services that we provide.

Position

This fiscal year we had a sizable surplus present in our budget as a result of effective financial controls in place to keep in line with our budgeted spending, mixed with a decrease in spend seen last year due to the pandemic, and pre-pandemic budgetary planning. Our budget was reflective of best practises and was designed based on the previous year's trends. This fiscal year we saw a welcomed increase in expenditure mainly driven by the relaxing of COVID-19 restrictions and the resumption of service on site in our office.

Reserves

We aim to keep our reserves equal to an estimated six months of expenditure. When the reserves go over this value, with the required approvals, it may be spent on expenses, such as capital expenditure. This fiscal year we spent some of our reserves on improving the facilities in our office, this expenditure is mainly driven by the purchase of new computers.

Income Diversification

NiteLine are delighted to have achieved charity status which enables us to avail of multiple different streams of funding. This change will allow us to diversify our current income streams. NiteLine plans to engage in the following income opportunities;

- Mental health workshops to companies in exchange for payment or services such as accounting.
- Partnerships/sponsorships with local business to cover costs associated with operational activities such as taxi expenses.
- Applying for grants or other forms of funding which we meet the criteria for.

Students NiteLine Listening Service Company Limited by Guarantee
Unaudited financial statements
for the financial year ended 30 June 2022

Contents

Statement of trustees' responsibilities in respect of the trustees' report and the financial statements

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

Company law requires the trustees to prepare financial statements for each financial year. Under that law they have elected to prepare the financial statements with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities, and financial position of the Charitable Company and of its incoming resources and application of resources including its income and expenditure for that year. In preparing these financial statements, the trustees are required to:

–select suitable accounting policies and then apply them consistently;

–make judgements and estimates that are reasonable and prudent;

–state whether applicable Accounting Standards have been following, subject to any material departures disclosed and explained in the financial statements;

–assess the Charitable Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and

–use the going concern basis of accounting unless they either intend to liquidate the Charitable or cease operations or have no realistic alternative but to do so.

The trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at the time the assets, liabilities, financial position and its incoming resources and application of resources including its income and expenditure of the Charitable Company and enable them to ensure that the financial statements comply with the Companies Act 2014. They are responsible for such internal controls as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Charitable Company and to prevent and detect fraud and other irregularities. The trustees are also responsible for preparing a trustees' report that complies with the requirements of the Companies Act 2014.

On behalf of the board

Ms. Shanna Collins   Ms. Blathin Peirce
Chairperson   Company Secretary
Date: 14th September 2022

Students NiteLine Listening Service Limited by Guarantee Financial Statements 2022

Statement of Financial Activities
For the year ended 30 June 2022

	Notes	Unrestricted funds €	Restricted funds €	Total 2022 €	Total 2021 €
Income from					
Donations and legacies	4	4,021	-	4,021	51
Charitable activities	5	28,825	-	28,825	26,075
Total Income		**33,631**	-	**33,631**	**26,126**
Expenditure from:					
Raising funds	7	-	-	-	-
Charitable activities	6	21,729	-	21,729	12,191
Total Expenditure		**21,729**	-	**21,729**	**12,191**
Net income / (expenditure)		**11,902**	-	**11,902**	**13,935**
Fund balance brought forward		26,784	-	26,784	12,849
Total funds carried forward		**38,686**	-	**38,686**	**26,784**

Notes 1 to 17 form part of these financial statements.

Signed on behalf of the Board of Students NiteLine Listening Service

Ms. Shanna Collins   **Ms. Blathin Peirce**

Chairperson   Company Secretary

Date: 14th September 2022

Students NiteLine Listening Service Limited by Guarantee Financial Statements 2022

Statement of Financial Position
As at 30 June 2022

	Notes	2022 €	2021 €
Non-Current Assets			
Intangible assets		-	-
Property, Plant and Equipment		-	-
		-	-
Current Assets			
Receivables	10	17,825	-
Cash and cash equivalents	11	45,224	38,975
		63,049	38,975
Payables: Amounts falling due within one year	12	(24,363)	(12,191)
Net Current Assets		38,686	26,784
Total assets less current liabilities		38,686	26,784
Financed by			
Retained Reserves		38,686	26,784

Notes 1 to 17 form part of these financial statements.

Signed on behalf of the Board of Students NiteLine Listening Service

Ms. Shanna Collins   **Ms. Blathin Peirce**

Chairperson   Company Secretary

Date: 14th September 2022

Students NiteLine Listening Service Limited by Guarantee Financial Statements 2022

Cashflow Statement
For the year ended 30 June 2022

	Notes	2022 €	2021 €
Net cash flows from operating activities			
Excess income/(deficit)		11,902	13,935
(Increase)/decrease in receivables		(17,825)	9,100
Increase/(decrease) in payables		12,172	(14,050)
Net cash flow from operating activities		**6,249**	**8,985**
Cash flows from investing activities			
Payments to acquire intangible assets		-	-
Payments to acquire property, plant and equipment		-	-
Net cash flows from investing activities		**-**	**-**
Cash flows from financing activities			
Bank interest paid/(received)		-	-
Net cash flows from financing activities		**-**	**-**
Net increase in cash and cash equivalents		6,249	8,985
Cash and cash equivalents at 1 July		38,975	29,990
Cash and cash equivalents at 30 June		45,224	38,975

Notes 1 to 17 form part of these financial statements.

Signed on behalf of the Board of Students NiteLine Listening Service

Ms. Shanna Collins   **Ms. Blathin Peirce**

Chairperson   Company Secretary

Date: 14th September 2022

Notes to the financial statements

1.General Information
Student NiteLine Listening Service ("NiteLine") is a company limited by guarantee incorporated in the Republic of Ireland.

2.Accounting policies

Basis of preparation
The financial statements have been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP (FRS 102) the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2014.

The financial statements have been prepared on a going concern basis.

The preparation of financial statements required the use of certain critical accounting estimates. It also requires management to exercise judgement in applying the Company's accounting policies.

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the company's financial statements.

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through profit or loss.

Income
Donations
Donations are accounted for when Niteline is entitled to the monies or assets donated.

Charitable activities
Income from charitable activities is derived from affiliation fees from Niteline's affiliated colleges. Affiliation fee is recognised in the period to which the fee relates.

Expenditure
Charitable activities
Expenditure of charitable activities comprise of costs incurred by Niteline in providing training, support services.

Raising funds
Expenditure of raising funds comprise the costs incurred by Niteline in raising funds for its charitable purposes.

Students NiteLine Listening Service Limited by Guarantee Financial Statements 2022

Notes to the financial statements (continued)

Receivables

Receivables are initially recognised at fair value and thereafter stated at amortised costs using the effective interest method less impairment losses for bad and doubtful debts except where the effect of discounting would be immaterial. In such cases the receivables are stated at cost less impairment losses for bad and doubtful debts.

Cash and cash equivalents

Cash is represented by cash in hand and short-term deposits with financial institutions.

Payables

Payables are initially recognised at fair value and thereafter stated at amortised cost using the effective interest rate method, unless the effect of discounting would be immaterial, in which case thy are stated at cost.

3. **Critical accounting judgements and key sources of estimation uncertainty**

The preparation of these financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income, and expenses. Judgements and estimates are continually evaluated and are based on historical experiences and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

4. **Income from donations and legacies**

	Unrestricted	Restricted	2022	2021
	€	€	€	€
Donations	4,021	-	4,021	51
Total donations and legacies	**4,021**	**-**	**4,021**	**51**

5. **Income from charitable activities**

	Unrestricted	Restricted	2022	2021
	€	€	€	€
Affiliation fees	28,825	-	28,825	26,075
Total income from charitable activities	**28,825**	**-**	**28,825**	**26,075**

Each of NiteLines affiliated colleges pay an annual fee which is used to sustain the daily operation of the service.

Students NiteLine Listening Service Limited by Guarantee Financial Statements 2022

Notes to the financial statements (continued)

6. **Expenditure on charitable activities**

	Unrestricted	Restricted	2022	2021
	€	€	€	€
Travel & Subsistence	11,278	-	11,278	5,287
General Expenses	3,536	-	3,536	3,455
Telephone	3,587	-	3,587	3,449
Capital expenditure	3,328	-	3,328	-
Total expenditure on charitable activities	21,729	-	21,729	12,191

7. **Expenditure on raising funds**
No expenditure incurred on raising funds in the period.

8. **Directors' emoluments**
The company does not pay any remuneration to the volunteer Board of Directors. Directors are reimbursed for receipted expenses which in 2022 totalled €Nil. (2021: €Nil).

9. **Fixed assets**
The company did not hold any fixed assets during 2022 or 2021.

10. **Receivables**

	2022	2021
	€	€
Receivables	17,825	-
Total Receivables	17,825	-

Receivables related to outstanding balances due from affiliated colleges. There were no outstanding balances at the reporting date.

11. **Cash and cash equivalents**

	2022	2021
	€	€
Cash on hand	-	50
Cash and bank balances	45,224	38,925
Total Cash and cash equivalents	45,224	38,975

12. **Payables**
Amount falling due within one year

	2022	2021
	€	€
Payables	24,363	12,191
Total Payables	24,363	12,191

Notes to the financial statements

Payables relate to outstanding balances due to Trinity Student Union. Trinity Student Union pays NiteLines liabilities as they fall due. After the reporting period, the student union issue NiteLine an invoice for an amount equal to expenses for the period.

1.   Limited by guarantee
The company is limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding €1 towards the assets of the company in the event of liquidation.

2.   Contingent Liabilities
The company had no contingent liabilities at the reporting date.

3.   Related Party Transactions
There was no related party transaction in the reporting period.

4.   Subsequent Events
There are no subsequent events to report.

5.Approval of the financial statements
 The board of directors approved the financial statements on 14th September 2022.

References

1. MAHON, C., FITZGERALD, A., O'REILLY, A. & DOOLEY, B. 2022. Profiling third-level student mental health: findings from My World Survey 2. Ir J Psychol Med, 1–9
2. BROWN, P. (2016).The Invisible Problem? Improving students' mental health, Oxford: HEPI. https://www.hepi.ac.uk/wp-content/uploads/2016/09/STRICTLY-EMBARGOED-UNTIL-22-SEPT-Hepi-Report-88-FINAL.pdf
3. O'CONNOR, K., WRIGLEY, M., JENNINGS, R., HILL, M. & NIAZI, A. 2021. Mental health impacts of COVID-19 in Ireland and the need for a secondary care mental health service response. Ir J Psychol Med, 38, 99–107.

Contact Us

We are available through phone or email services for general enquiries. However if there are questions specific to this annual report please do not hesitate to contact;

- researchanddevelopment@niteline.org
- coordinator@niteline.org

In Need of support?

We offer both a phone helpline and an online messaging platform. We are open every night of term between 9pm – 2:30 AM to support you through whatever is on your mind. Please find our phone number and website to get in contact with an experienced volunteer.

Social Media and Contact Platforms

info@niteline.org

@nitelinedublin

1800 793 793

NitelineDublin

https://NiteLine.ie

NiteLine Dublin

@nitelinedublin

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