NiteLine

1800 793 793

WWW.NITELINE.IE

ANNUAL
REPORT
2023/2024
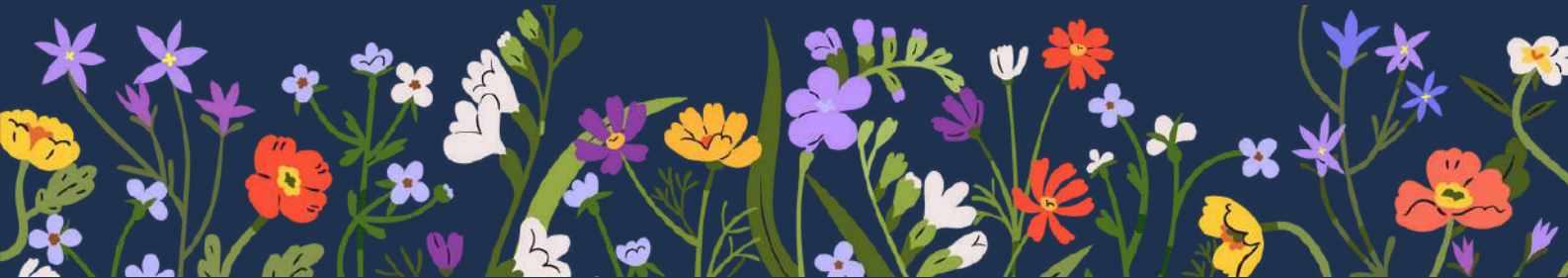
Our Proudly Affiliated Colleges

DBS
Dublin Business School

Trinity College Dublin
The University of Dublin

DCU
Ollscoil Chathair
Bhaile Átha Cliath
Dublin City University

Maynooth University
National University
of Ireland Maynooth

T DUBLIN
OLLSCOIL TEICNEOLAÍOCHTA
BHAILE ÁTHA CLIATH
TECHNOLOGICAL
UNIVERSITY DUBLIN

DUNDALK
INSTITUTE OF TECHNOLOGY

NCAD DUBLIN
National College of Art and Design

UCD DUBLIN
University College Dublin
Ireland's Global University

Institute of
Art, Design +
Technology
Dún Laoghaire

RCSI
ROYAL
COLLEGE
OF SURGEONS
IN IRELAND

UNIVERSITY OF
LIMERICK
OLLSCOIL LUIMNIGH

NiteLine

STUDENTS NITELINE LISTENING SERVICE CLG.
HOUSE 6 REGENT HOUSE,
TRINITY COLLEGE,
DUBLIN, DUBLIN 2,
REPUBLIC OF IRELAND.

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	- Alex McQueen - Kirsty Ettershank - Catherine O'Connor - Bláthín Peirce - Kate Killeen (appointed 20th February 2024) - Irene Lopatina (appointed 20th February 20224
Company Registered Number	439123
Charity Registration Number	20206226
Registered Office	House 6, Regent House, Trinity College Dublin, D02 FD37, Ireland
Company Secretary	Bláthín Peirce
Coordinator	Mikayla Morton
Principal Bankers	Bank of Ireland 2 College Green Dublin 2 D02 VR66

Coordinator's Note

Over the last 31 years, NiteLine has become a pillar of out-of-hours support for third-level students across Ireland. Last year, we celebrated our 30th anniversary and took a moment to recognise the years of hard work that has gone into this service since its establishment in 1993. This year, our Annual Report focuses on how our service has flourished and grown over the last year and what that has looked like for us.

We felt the theme of flourishing encapsulated all that our service has achieved in the last year. To flourish is to thrive and to develop quickly and successfully. As detailed in this report, NiteLine has reached many milestones this year in terms of expansion, training, publicity and fundraising. It has been inspiring to see the growth that has occurred over the last number of months.

This year, NiteLine's expansion continued to blossom by affiliating with and putting down roots in Limerick; setting up our first satellite office outside of Dublin. Many years ago the idea of a satellite office seemed far-fetched and out of reach. The successful execution of this expansion, which we have coined Project Bloom, highlights how NiteLine has flourished and the growth the service has experienced in the last number of years. The road to Limerick has been paved with ongoing support from all of those involved, and we want to take a minute to acknowledge all of the work that has gone into mobilizing NiteLine and branching out to the West of Ireland. By affiliating with the University of Limerick, there are now over 150,000 students that can avail of our free service. We hope that this number will continue to blossom in the coming years until our vision, that all third-level students across Ireland will have access to an empathetic out of hours peer support service, becomes a reality.

Coordinator's Note

In addition to affiliating with the University of Limerick, it has been a fruitful year for NiteLine. Our annual fundraiser, the Incognito Ball, was once again a great success in raising funds and awareness for the service. We were thrilled to reach another governance milestone, by being awarded a Good Governance Award for our previous Annual Report, for the second year in a row.

There will be more on all of these milestones within this report. I hope you enjoy reading it and learning more about a service that means so much to so many. I want to take a minute to thank our affiliated colleges, their Student's Unions and Counselling and Student Services for their ongoing and unwavering support, as well as all those who donated and raised funds for NiteLine this year.

The last four years I have spent volunteering with NiteLine has been an overwhelmingly rewarding experience and one that has positively shaped me as a person. The last year spent as Coordinator of this service has been nothing short of a genuine privilege and an experience I am grateful to have had. NiteLine is an innately unique service, with our volunteers giving up their time to ensure third-level students have access to an empathetic peer listener every night of the week. The support NiteLine is able to provide for students would not be possible without our dedicated and passionate volunteers. I want to thank all of our volunteers for everything they do for NiteLine and the safe space they create for students. I have no doubt NiteLine will continue to blossom and grow in the future!

Mikayla Morton

COORDINATOR 24/25

Chairperson's Note

It is with great pride that I present this year's Annual Report for NiteLine, reflecting on a year of dedication, growth, and unwavering support for students across Ireland. The past year has been one of continued resilience and expansion for NiteLine. Our affiliation with the University of Limerick marked a significant milestone, extending our support to over 150,000 students nationwide.

We recognize the shifting landscape of mental health services and remain committed to adapting our strategies to meet students where they are. Through enhanced social media outreach, collaborations with student societies, and innovative public engagement initiatives, we have reaffirmed our presence on campuses and beyond. Events such as the Incognito Ball, attendance at Dublin Pride, and national media campaigns have not only increased awareness but have also strengthened the sense of community that underpins our service.

None of our achievements would be possible without the unwavering support of our key stakeholders. To our affiliated colleges, Students' Unions, and counselling services, your commitment to student well-being has been instrumental in sustaining and expanding our service. We deeply value your trust and collaboration in ensuring that students have access to empathetic peer support when they need it most.

At the heart of NiteLine's success are our incredible volunteers. Every night, they dedicate their time and energy to ensuring that students have a listening ear and a safe space to express themselves. Their passion, empathy, and commitment are the lifeblood of our organization. To each and every volunteer – whether you are taking calls, promoting our service, or working behind the scenes – thank you. Your dedication does not go unnoticed, and your impact is immeasurable.

As we look to the future, NiteLine remains steadfast in its mission to be a beacon of hope and support for students. Our strategic objectives for the coming year include further expansion of our services, enhanced digital outreach, and strengthening our partnerships with institutions and organizations that share our vision. We are committed to adapting to the evolving mental health landscape and ensuring that no student feels alone in their struggles.

With continued support from our stakeholders, the dedication of our volunteers, and the resilience of our community, we are confident that the years ahead will see NiteLine flourish even further. Together, we will keep breaking barriers, fostering connections, and making a meaningful difference in the lives of students across Ireland.

Alex McQueen
Chairperson

Who We Are

NiteLine is an out-of-hours peer support service for students of our affiliated colleges. We offer a free listening and information service run by and for third-level students. NiteLine is open from 9pm to 2:30am seven nights a week during term-time. We provide a service that is anonymous, confidential, non-judgemental and non-directive.
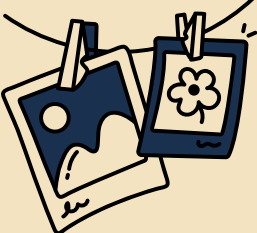
The Story So Far...

This year, NiteLine has continued to grow its reach and blossom into a charity that provides support for even more college students across Ireland. Last year, we celebrated our 30th anniversary with a bang, and the months following this milestone did not disappoint.

Before looking at all that this year entailed, it is important to look back on the story of NiteLine 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.

Since then, we have expanded to eleven colleges in Dublin, Kildare, Limerick and Louth. NiteLine now offers services to more than 150,000 third-level students across Ireland.

Since the introduction of our instant messaging service in 2012, our annual contact volume has increased from just over 600 contacts in the academic year 2012/2013 to over 900 contacts in the year 2023/24.

Seventy-four point three per cent [74.3%] of our contacts now come in via instant messaging, with the remaining twenty-five point seven percent [25.7%] coming through our phone service.

Phone
25.7%

Instant Messaging
74.3%
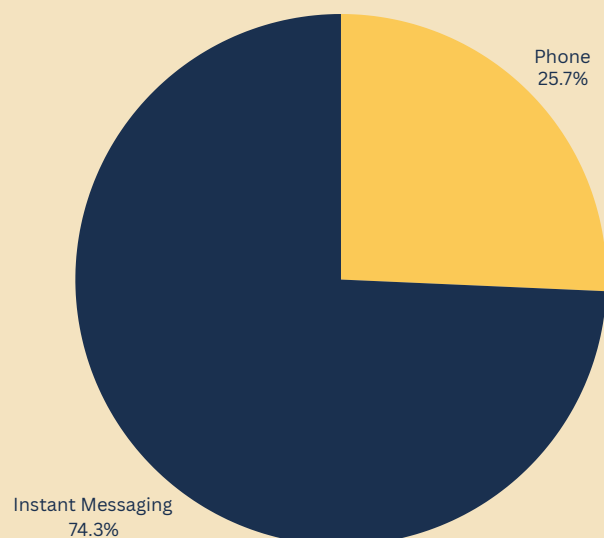
NiteLine's Values

Compassion

We are motivated by compassion. Our service is founded on empathy and respect for our callers and fellow volunteers.

Student Empowerment

We empower our callers to speak openly and make their own decisions through our pillars of anonymity, confidentiality, non-judgmental listening, and non-directive support. We empower our student volunteers to support their peers and grow as leaders of our service.

Excellence

We are committed to providing a professional and quality service to our callers and stakeholders alongside high-quality training and support for our volunteers.

Peer Support

As students themselves, our volunteers are in the unique position of being able to empathise with our callers. We recognise that peer support begins from inside our service and pride ourselves on the support structures available to our volunteers.

Inclusivity

We believe our service must be freely accessible to any of our students that need us. We strive to have a welcoming volunteer base that is representative of the wider student body.

NiteLine's Values

Our Mission

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

Our Vision

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

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 Pillars

Anonymity
Confidentiality
Non-judgemental
Non-directive

The pillars

NiteLine has seen exponential growth since it first opened in 1993. As we continue to blossom and expand as a service, there are four pillars that are at the heart of our service and form the foundation of who we are and what we do. These four pillars are anonymity, confidentiality, non-directive and non-judgmental.

Sarah Benson, the current CEO of Women's Aid and former call-taking volunteer at NiteLine from 1996 to 2001 describes her time at NiteLine beautifully, while highlighting the importance of anonymity and confidentiality in a service like ours.

"I was privileged to be a part of the NiteLine Team between 1996 and 2001. For two of those years, I was also responsible for recruitment and training alongside a colleague. It was a formative experience, and definitely influenced my success in getting a subsequent role as Manager of the National Domestic Violence Helpline.

During my time, NiteLine served the students of UCD and TCD, later expanding to cover students at additional universities. Anyone involved in this service was sworn to secrecy about it. It was important not to inhibit any student from feeling they could reach out and speak to someone anonymously, and in confidence.

It was decided that they shouldn't know who among their peers might be on the other end of that line. This also protected our boundaries as volunteers from a relatively small population. It was years after I finished before I publicly divulged my involvement with NiteLine.

A consequence of secrecy was a very close-knit, mutually supportive group based on our shared work and experience. Every week we listened to the loneliness, pain, confusion, anxiety, hurt and fears that some of our fellow students were suffering from. They reached out late in the night for comfort, reassurance, information and support.

It gave me such privileged insights into my peers' experiences and a lifelong appreciation for not taking things at face value where people's well-being is concerned."

- Sarah Benson, CEO of Women's Aid

NiteLine at a glance 2023/2024

934
contacts answered

300
hours spent on contacts

11
affiliated colleges

35
new NiteLine volunteers trained

6419
follows across all our social media platforms

External Activities

NiteLine's Helpline

The beating heart of our charity's service is the support we provide to third-level students across Ireland through NiteLine's helpline. Our unique service acts as a beacon of light for students, providing them with an empathetic peer listener and a safe space to be heard, at a time where they may need it most.

Our helpline gives students the opportunity to talk freely, about whatever is on their mind, without fear of judgement or direction. At NiteLine, no problem is too big or too small and our team of dedicated, anonymous student volunteers are there to lend an ear to their peers in need, offering unwavering support from the moment the call begins.

Over the years, NiteLine's commitment to accessibility and inclusivity is evidenced in the design of the helpline. Students have the option of free phoning NiteLine or they can talk to a volunteer by using the instant messaging platform, which can be found on our website, www.niteline.ie. We offer two options to students as we recognise that reaching out to a service like ours can be a big step for some people, and we want to give students the option of taking this step in a way that is most comfortable to them.
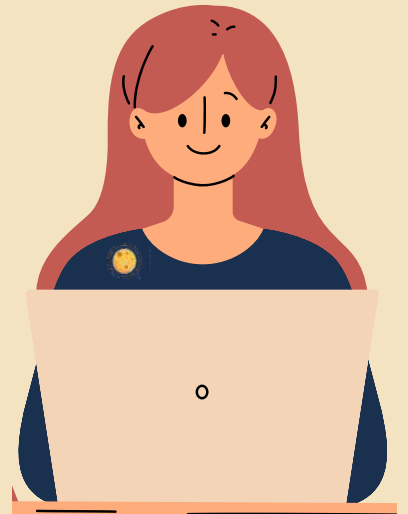
NiteLine's commitment to supporting third level students' mental health knows no limits, with the service being open every night of the college term, including weekends, with just a short break at the end of December into early January.

NiteLine's Helpline

Across the academic year of 2023/24, a total of 934 contacts were answered by NiteLine. Despite this being a significant number of calls from third level students, it marks a decline in call volume from the previous year. There is no way of knowing what is to come at us each year call volume wise, it is unpredictable in nature, but we have capacity for when that changes.

In the last number of years, NiteLine has made a conscious effort to increase our overall physical presence on the campuses of our affiliated colleges, with events such as information stands and workshops. These events are crucial in spreading the word about NiteLine and ensuring that students know about our service, incase they need to use it one day.

An important part of NiteLine's helpline is the community it creates. Students from our affiliated colleges have the option of volunteering as a call taker. By doing so, they are learning valuabale skills, such as active listening and how to support someone in need. There is huge benefit of having students volunteer from our affiliated colleges and this impacts NiteLine, the Colleges and the students in a positive way.

We at NiteLine stand firm in the belief that we offer a unique and consequential service to third-level students and show an unwavering dedication to supporting third-level students across Ireland. As a service, we are committed to growth, constantly evolving and adapting our service to ensure we are meeting the needs of the community we serve. Through our fervent efforts to raise awareness about the helpline, NiteLine strives to bridge a gap within mental health support and provide an out-of-hours empathetic peer support service to all third level students that find themselves in need of a listening ear.

The need for NiteLine

With the current climate of youth mental health, services like NiteLine are pivotal to support young people. In 2019, the My World Survey 2 outlined the landscape of youth mental health in Ireland. Prior to the COVID-19 pandemic, the My World Survey 2 findings highlighted the landscape of youth mental health in Ireland. Out of the 8,290 18-25 year olds participants, 82% were in an Irish University and 17% were in an Institute of Technology (1). From this group, 58% were categorised as outside of the normal range for depression and anxiety, with 10% having previously made a suicide attempt (1).

Since then, another study concluded similar results, finding high levels of psychological distress in the third-level student population in Ireland, with 19.1% of participants falling into the severe to extremely severe ranges for depression, and 20.7% for severe to extremely severe ranges of anxiety (2). There were several factors that impacted these scores, including financial difficulties, sexual orientation and whether a student was at undergraduate or postgraduate level of study (2). Research has also noted that Undergraduate college students exhibit higher levels of depression, anxiety, self-harm and suicidal ideation than their postgraduate counterparts, with students of Institutes of Technologies also reporting higher levels of depression and anxiety with greater risk factors than students in Universities (3).

1. Dooley, B., O'Connor, C., Fitzgerald, A., & O'Reilly, A. (2019). My World Survey 2: The National Study of Youth Mental Health in Ireland. University College Dublin School of Psychology; Jigsaw, the National Centre for Youth Mental Health. https://www.myworldsurvey.ie/content/docs/My_World_Survey_2.pdf

2. Cullinan, J., Walsh, S., Flannery, D., & Kennelly, B. (2024). A cross-sectional analysis of psychological distress among higher education students in Ireland. Irish Journal of Psychological Medicine, 41(2), 211–219. doi:10.1017/ipm.2022.2

3. Mahon, C., Fitzgerald, A., O'Reilly, A., & Dooley, B. (2024). Profiling third-level student mental health: findings from My World Survey 2. Irish Journal of Psychological Medicine, 41(2), 202–210. doi:10.1017/ipm.2021.85

The need for NiteLine

Over the last number of years, research has compounded the struggles young people today face in terms of their mental health. With the ongoing mental health crisis and with limited mental health services available at any given time, services like NiteLine are pivotal for providing mental health support. NiteLine plays an integral role in supporting third-level students during the current mental health crisis through the provision of a free out of hours peer support service that creates a safe space for students to be heard by an empathetic peer listener. The helpline's non-directive and non-judgemental nature encourages callers to express their feelings, without fear of judgement and in a space free from stigma. NiteLine offers immediate, accessible out of hours assistance to students, with both a freephone and online messaging option to fit the callers' needs and wants. Volunteers provide a listening ear and callers are met with empathy and understanding. NiteLine compliments current existing supports services, helps to fill the gap in out of hours support and alleviates the burden on campus resources.

1. Dooley, B., O'Connor, C., Fitzgerald, A., & O'Reilly, A. (2019). My World Survey 2: The National Study of Youth Mental Health in Ireland. University College Dublin School of Psychology; Jigsaw, the National Centre for Youth Mental Health. https://www.myworldsurvey.ie/content/docs/My_World_Survey_2.pdf

2. Cullinan, J., Walsh, S., Flannery, D., & Kennelly, B. (2024). A cross-sectional analysis of psychological distress among higher education students in Ireland. Irish Journal of Psychological Medicine, 41(2), 211–219. doi:10.1017/ipm.2022.2

3. Mahon, C., Fitzgerald, A., O'Reilly, A., & Dooley, B. (2024). Profiling third-level student mental health: findings from My World Survey 2. Irish Journal of Psychological Medicine, 41(2), 202–210. doi:10.1017/ipm.2021.85

Call Topics

NiteLine offers a vital support service to third-level students across Ireland. At NiteLine, no problem is too big or too small. This mantra enables us to create a safe space, where students feel comfortable sharing what is on their mind. As seen in the graph below and consistent with previous years, the most common call topics this year were around college stress, relationships and mental health. These call topics highlight the range of pressing issues that students are facing on their academic journeys.

Primary call topics as a percentage of total calls taken
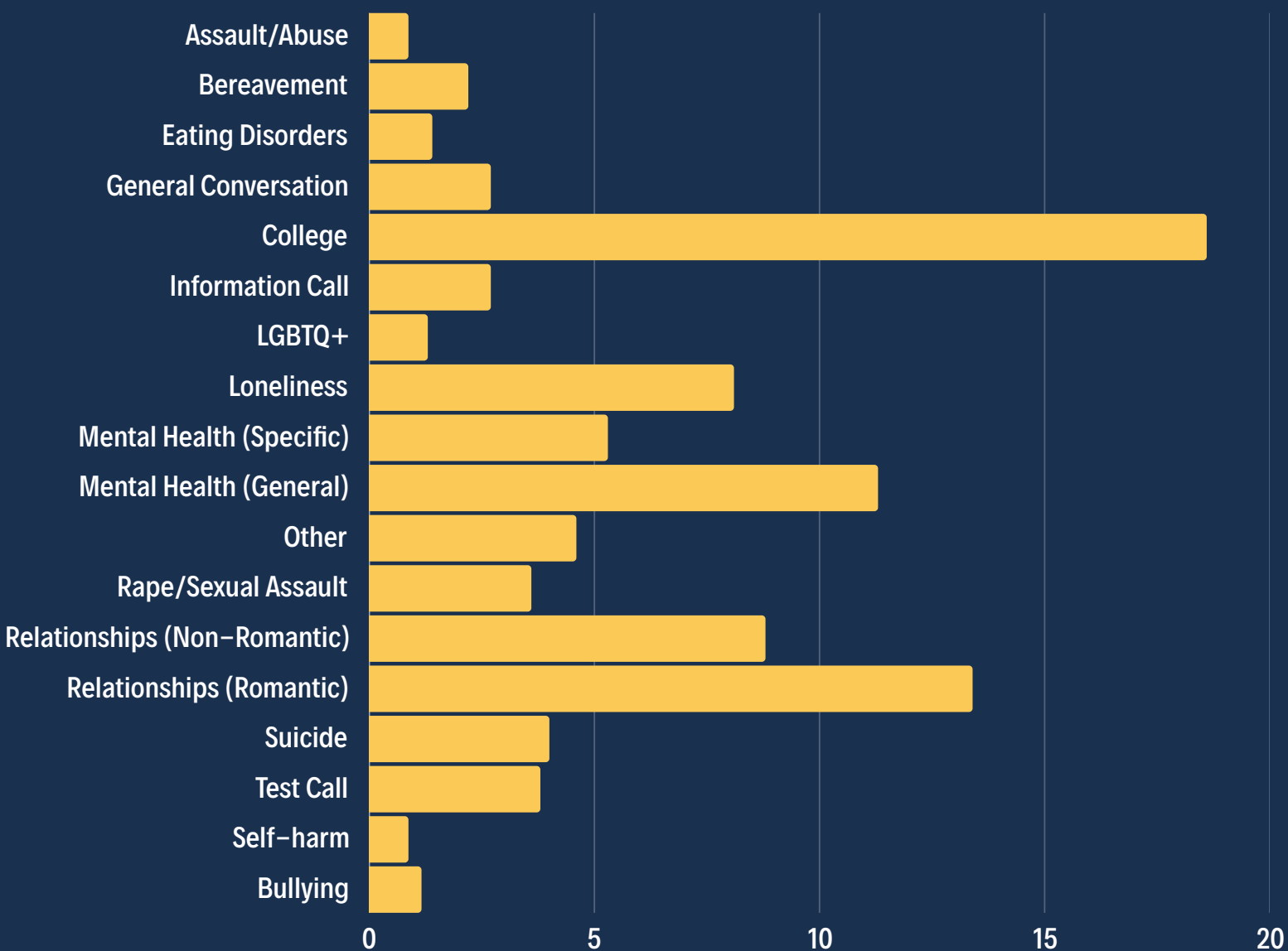
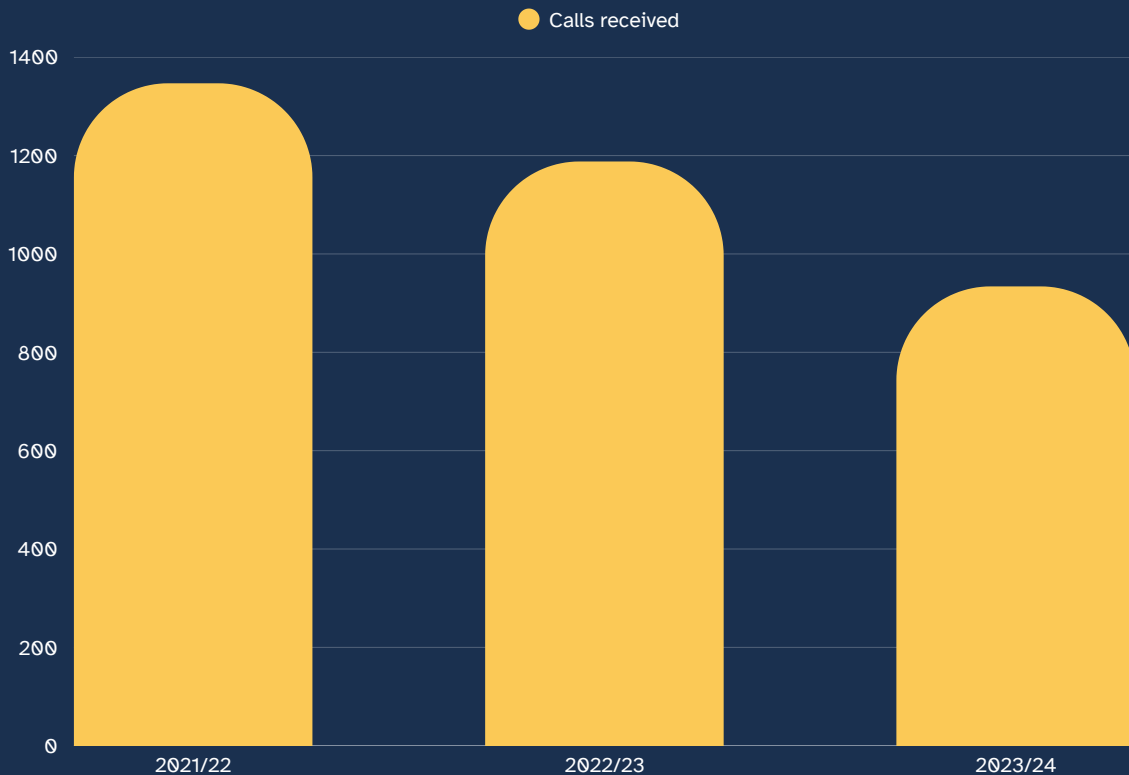*A test call is a call where someone may be testing the service. We treat these calls the same as any other call, regardless of content. Volunteers must be aware at all times that callers may ring to test the service or may have other issues to discuss.

*An information call is a when a caller seeks information and the volunteer aids them in finding this information or signposting them to a service or resource.

Call Volume

● Calls received

Chart showing Calls received for three years:
- 2021/22: ~1350
- 2022/23: ~1180
- 2023/24: ~930

(Y-axis: 0, 200, 400, 600, 800, 1000, 1200, 1400)

This year, NiteLine strived to spread the word about our service and increase our outreach and engagement with students across our eleven affiliated colleges. We implemented a number of strategies and campaigns to help us do so, such as collaborating with social media influencers and delivering a number of workshops across the different campuses. Notwithstanding the aforementioned, we have observed a drop in our contacts again this year. There are a number of different reasons why this may be the case, but we do not wish to speculate on them. Despite a decreased call volume this year, NiteLine continues to be a unique service among youth mental health supports, as the service is peer lead and provides students access to an empathetic peer listener for support.

In order to improve our engagement and outreach within the student community, NiteLine acknowledges the need to enhance our marketing strategies, increase the frequency of our national publicity campaigns and to improve student retention efforts.

We also must strive to educate ourselves on current best practice within the field and to keep up to date with technological advancements that could amplify our future engagement with students. Moreover, it is imperative that we debunk existing myths surrounding our service, including that is is solely a mental health crisis helpline, by highlighting the diverse range of topics we encounter and reminding students that at NiteLine, no problem is too big or too small.

Social Media at a Glance

2,450

Instagram followers

749

Tik tok followers

SUBSCRIBE

2,880

Facebook followers

340

Linkedin followers

Social Media

Social media plays a pivotal role in NiteLine's annual outreach strategy, with the majority of third-level students being active on social media platforms. Therefore, having a presence on these platforms is a necessity in order to reach these students and spread the word about our service. Over the last two years, we have worked tirelessly on building up NiteLine's presence on both Instagram and TikTok, as we feel these are the platforms most used by college students. We are also active on LinkedIn and Facebook, but to a lesser degree. We have seen a marked increase in our social media engagement over the last two years.

As part of our social media plan for the year, we also fostered our connections within college societies and clubs to create social media videos that promoted our service in fun and creative ways. We also were lucky to have some Irish Influencers become NiteLine Ambassadors, sharing our information and posts on their Instagram stories.

In addition to working with others across different social media accounts and using our Public Faces, NiteLine made a special effort to ensure the content we were creating was informative, supportive and helpful to those who were seeking support around their mental health and wellbeing.

This year, our Social Media officer thought of innovative ways to boost our presence on these platforms. In order to increase our outreach on social media, we utilized our Public Faces to create TikTok content that was more personal to them, such as a day in the life of a NiteLine Volunteer running an Information Stand. By doing this, we hoped to remind students that there are empathetic peer listeners at the other end of the phone. We also felt Public Faces would be more excited to make content that they felt a personal attachment to.

As we reflect on the year gone by, it is important to acknowledge the positive impact increasing our social media presence has had on our outreach and service. As we continue to blossom as a service, we are dedicated to utilizing social media in a safe manner to foster connection among students, reduce stigma and empower third-level students to seek support for their mental health.

OUR PUBLIC FACE VOLUNTEERS

Every year, a handful of volunteers get the privilege of giving up their anonymity to be able to be a public facing volunteer for NiteLine. Every year, our Public Faces strive to spread the word about NiteLine and what we do to as many third level students as possible.
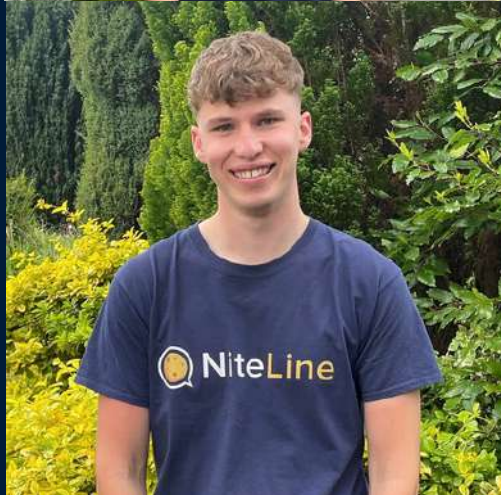
The service NiteLine provides would not be possible without the wonderful volunteers who give up their time to ensure that young people have access to a free empathetic peer listener every night of the week. These volunteers play a pivotal role in our governance framework and in our organisation's mission to maintain the highest standards in student support service.

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Publicity Events

NiteLine Information Stands

Every year, NiteLine ensures we have a physical presence on every campus of all our affiliated colleges. Information Stands are pivotal publicity events that help us spread the word about NiteLine to the student population.

We feel this face-to-face contact with students is important and it offers them a discreet and accessible way to ask and learn about our service. These stands also encourage open conversations about mental health, helping to decrease stigma and foster a culture of open communication within these educational environments.

This year, we also had the pleasure of holding Information Stands at events targeted at students, like the 2024 All Ireland Student Psychology Congress which was held in DCU.

Publicity Events

NiteLine Workshops

This year, our Public Faces delivered a number of workshops to different groups of students from our colleges. Our most sought after workshop is called "How to Support a Friend" and it looks at supporting a friend, how to actively listen and how to mind yourself while supporting someone else.

Our "Self Care During Exams" workshop has seen increased demand in recent years. This workshop explores self-care, burnout, compassion fatigue and ways to fill up your own cup. We also offer workshops around "Wellbeing in the Workplace" for placement students and a "Winter Wellbeing" workshop.

Our workshops can be run in person or virtually and allow us to connect with students. The workshops equip students and staff alike with the crucial skills and understanding to foster mental health awareness, resilience, and support networks; creating healthier, more supportive campus environments.

NiteLine Events

In addition to Information Stands and Workshops, NiteLine works closely with Clubs and Societies to host informal events that allow us to engage with students in a way that encourages student wellbeing, reduces stress and highlights the importance of self-care.
Some of the events that have been run this year include coffee mornings, yoga evenings, movie nights and more creative events like a banner painting event and a draw and sip event.

If societies or clubs share our passion for this cause and are interested in collaborating, we wholeheartedly encourage them to reach out. These kinds of events promote mental health awareness, enhance the campus experience and are evidence of NiteLine's commitment to holistic student support.

Media engagement

NiteLine Radio Interviews

Each year, our Publicity Team strives to spread the word about NiteLine to as many students as possible. As we continue to expand, we began to look at more innovative ways to reach students, in addition to the physical presence we have on the campuses.

This year, NiteLine representatives appeared on various local, regional and national radio shows to publicise the service. We were very lucky to have be featured on the "Nine O'Clock Show" on RTÉ Radio 1 with Shay Byrne, the "11-1 Show" on LMFM with Sinéad Brassil, and KFM's "Kildare Today" show with Eoin Beatty. During these shows, our Public Face representatives delved into what NiteLine is and how we support students; in turn making it easier for people to understand and use NiteLine.

NiteLine Newspaper Articles

This year, NiteLine has also been featured in print, such as the Irish Times and the UCD University Observer, providing local and national coverage of NiteLine.

These articles have generated great traction for the charity and align with our wider publicity strategic plan. While some third-level students might not read the paper anymore, we are conscious that their parents and loved ones might. The more people within the general population that know about NiteLine, the greater chance of someone signposting a student to our service during a time of need.

How 'Niteline' Are Here To Help Students This Exam Season

Advertising

The Irish Times

As part of our publicity strategy for the year, NiteLine branched out into the world of advertising. Our National Media Campaign within the Irish Times was the first of its kind for NiteLine. This campaign involved a written article for print and online publication within the Irish Times, back page ads and an online digital insert. We used both online and print mediums in an attempt to widen our reach.

THE IRISH TIMES

Word • Business • Finance • Lifestyle • Travel • Sport • Weather

With NiteLine's student listening service, no problem is to big or small

The charity has provided a listening ear to more than 150,000 students over the last 30 years

Our work with the Irish Times highlights NiteLine's commitment to publicity and spreading the word about the service. Much like the radio interviews, the idea behind using this National paper is that those with direct access to third level students, such as their parents, family, loved ones and college staff, could all potentially read about the service and signpost students to it, as well as some students themselves reading about the service themselves from the advertisement.

College Fundraiser Events

NiteLine Spinathon 🚲

DCU's Enterprise society ran a 24-hour charity spinathon in aid of NiteLine during November of 2023. They were able to raise over €725, collaborating with societies in DCU to help spread awareness and raise money for charity. Joshua Gereghty, a student representing the DCU Anime and Manga society, cycled the furthest distance during the event, cycling 27.9 kilometers, with Finn Cascao coming in second after cycling 27.7km, and Barry Mangan from the accounting and finance society with 27.6km. Their generosity reinforces the commitment to ensuring students have access to crucial resources during challenging times.
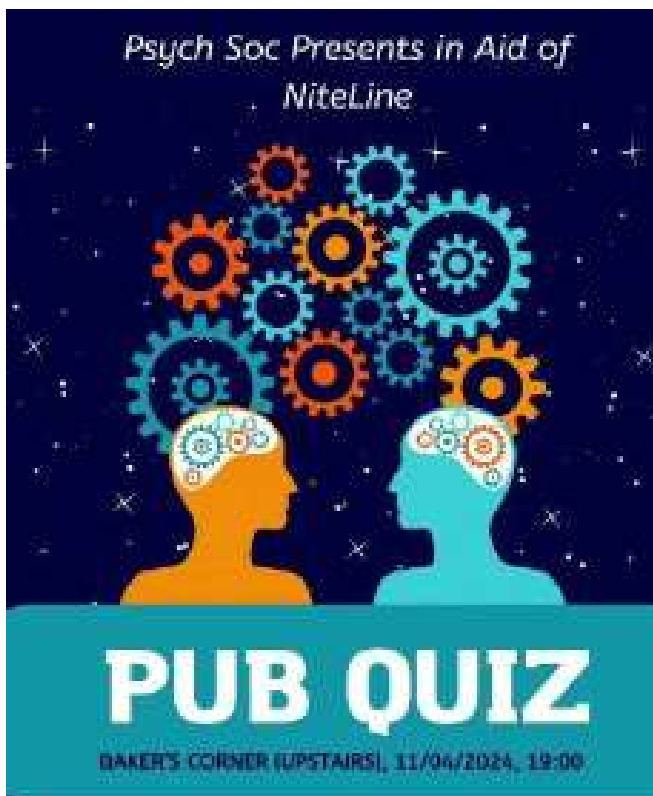
NiteLine Pub Quiz 💡

IADT Psych Soc's Pub Quiz in aid of NiteLine in April 2024 was a huge success. Not only did this event help to raise funds for the service, it also helped to spread awareness to the students of IADT, who have only affiliated with NiteLine in recent years.

NiteLine at Pride 2024

This year, NiteLine had the pleasure of walking in the Dublin Pride Parade in June 2024, for the second year in a row. Inclusion has always been a guiding principle at NiteLine and being able to be part of such a special day that aligns so closely with our values was truly an honour.

Shine was the theme of the parade this year, with a special focus on casting a light into dark places and celebrating the light we all hold within us, that is brightest when shared. At NiteLine, we resonated with the sentiment of shinning a light into dark places and felt this years theme reflected what we try to do as a service.

A great day was had by all of those who represented NiteLine at this event and we are grateful for the space at such an event to express our unwavering support for the LGBTQ+ community. All of our volunteers are trained in taking LGBTQ+ calls to ensure that callers feel understood, heard and seen. Thank you to all involved in creating a day that encapsulated hope. We look forward to continuing to celebrate the beauty and power of diversity with such events in the future!

NiteLine at Pride 2024

The Incognito Ball
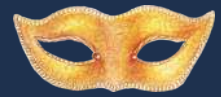
NiteLine's masquerade ball, the Incognito Ball, is a large-scale fundraising event that embodies one of our core values: anonymity. This year marked our second time hosting the event, and it is sure to become a cherished NiteLine tradition in the years to come.

The event featured DJ performances from our affiliated colleges' DJ societies and a set by the renowned DJ JAKKOB, ensuring a memorable experience for all attendees.

As a major fundraising initiative, the ball raised vital funds for the service and promoted our service. It also reinforced our commitment to raise awareness for our charity which provides anonymous and confidential listening every night of term.

Grants

VHI Health and Wellbeing Fund

In June 2023, NiteLine was chosen as one of the recipients of the VHI Health and Wellbeing Fund, in partnership with the Irish Youth Foundation. This fund supports projects that strengthen resilience in young people and helps them manage anxiety.

Within the last year, NiteLine has used this funding to expand our services to Limerick. Over the summer, we recruited and trained call-taking volunteers in Limerick, so that the student population in Ireland's third-biggest city can gain access to an empathetic peer listener.

Since our launch in Limerick in February, we have held information stands and workshops on campus in UL and have been involved in several projects related to the University of Limerick that aim to enhance mental health awareness among college students. We are looking forward to continuing to host workshops and events on campus, opening up the conversation about mental health and equipping them with the skills to manage their own mental health, while also supporting their peers within the community.
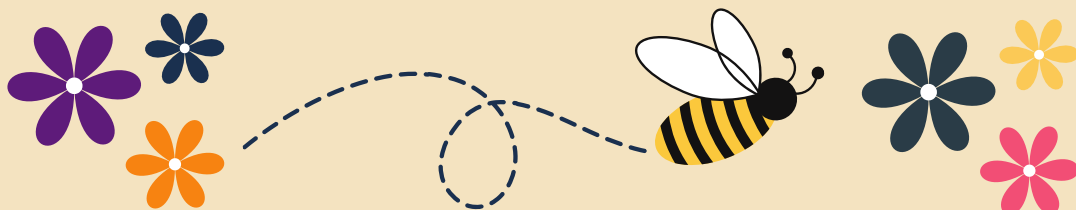
Project Bloom

NiteLine's core objective is to provide free, empathetic peer support to all third-level students in Ireland, and Project Bloom is our mission to expand our service to achieve exactly that.

When Project Bloom began as part of our 2021-2025 strategic plan, NiteLine was affiliated with just six colleges, all in the greater Dublin area, providing our service to just over 80,000 students. The first university to affiliate as part of Project Bloom was Technological University Dublin, which affiliated with NiteLine in 2021, bringing the number of students who can avail of our service to over 100,000 for the first time.

Since this initial step of expansion, the momentum has only grown further. We made great strides towards our Project Bloom objectives in 2022/23 by affiliating with three additional third-level institutions - Dublin City University, Dundalk Institute of Technology and Dún Laoghaire Institute of Art, Design and Technology. With this, we far exceeded our initial Project Bloom target of expanding the availability of our service by 20% - in fact, the number of students who can avail of our services increased from 100,000 to over 130,000 - an unprecedented 30% increase.

Project Bloom

This expansion does not only mean that more students can avail of our late-night phone line and instant messaging service, but rather, students from these colleges and universities can now also volunteer with NiteLine. This further diversifies and strengthens our organisation, allowing us to continue to blossom as a charity and to offer our services to even more students in the future.

The pace of expansion has shown that there is a significant appetite for a service like NiteLine in third-level institutions across Ireland, especially given the rapidly-changing landscape of mental health support and education in Ireland. It is also clear that colleges and universities wish to provide more volunteer opportunities to their students, to help them gain new skills and actively contribute to their college community. With this in mind, NiteLine recognises that Project Bloom has outgrown its initial targets, and has become a greater strategic objective in its own right, and will likely be one of the main organisational priorities for the coming years.

The Road to Limerick

To build on the momentum of expansion, NiteLine began to look beyond the greater Dublin area and capitalise on the great enthusiasm there is for a service like this in third-level institutions across the country. This finally came to fruition when, in early 2024, University of Limerick affiliated with NiteLine, expanding the number of students with access to our service to over 150,000. Expansion to Limerick also marks the first time that NiteLine has set up a satellite office outside Dublin, allowing students from UL to volunteer and operate late-night call-taking shifts alongside their peers in Dublin. This exciting milestone in expansion would not have been possible without the constant support of University of Limerick faculty, UL students union, and a generous grant from VHI/Irish Youth Fund.
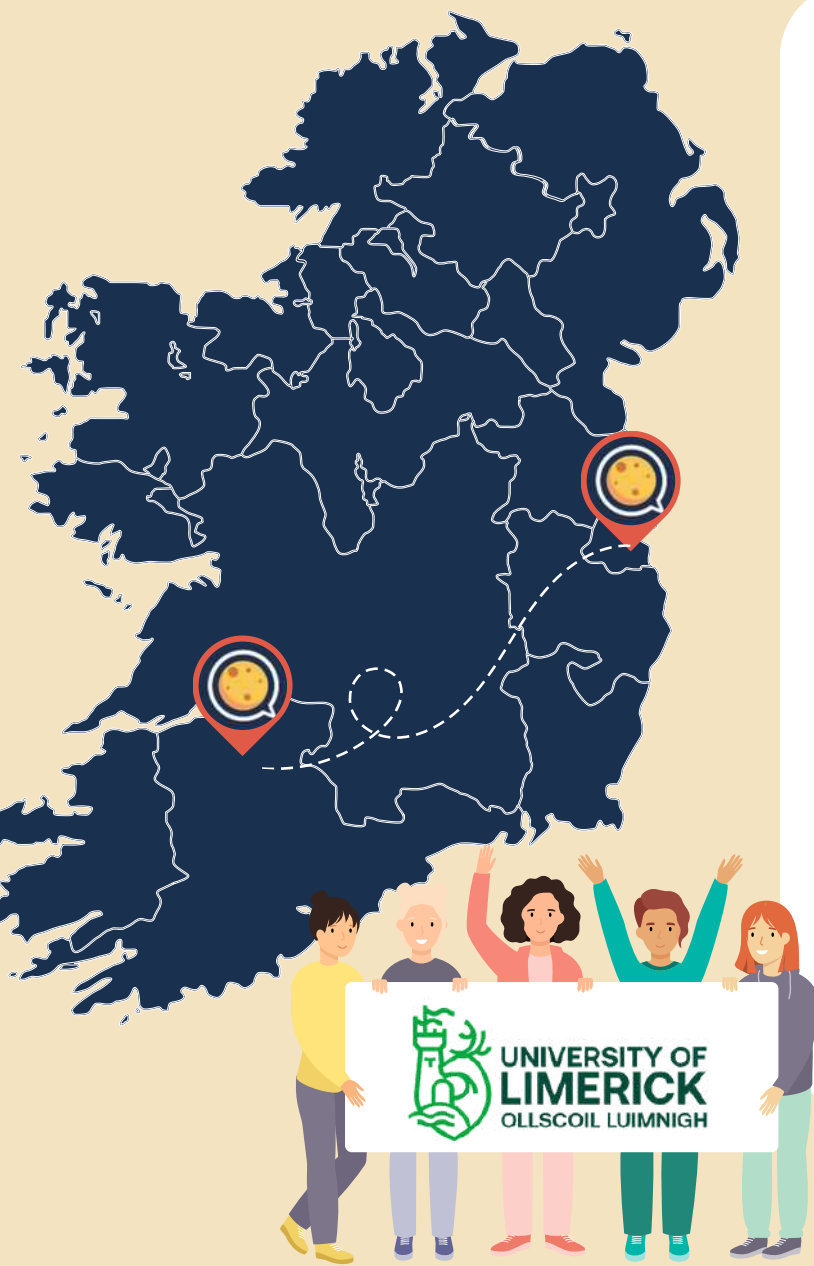
Following our successful expansion to Limerick and interest received from other colleges and universities in Ireland, NiteLine firmly has its sights on the goal of expanding further in the years to come. All the while, NiteLine will continue to consolidate its expansion progress in Dublin and Limerick, continuing to find ways to improve the service we provide. The expansion to Limerick has resulted in a blossoming volunteering community across Ireland. Project Bloom has enabled NiteLine to take huge strides towards achieving its ultimate vision; that all third level students in Ireland have access to an empathetic peer listener, regardless of their college of study or geographic location.

UNIVERSITY OF LIMERICK
OLLSCOIL LUIMNIGH

Mental Health Reform

This year, NiteLine joined the Mental Health Reform coalition, an effort of 86 organisations across Ireland aiming to hold the Government accountable in its delivery of policies. Our shared vision is to come together to one day see an Ireland with accessible, effective, and inclusive mental health services and supports.

At NiteLine, we deliver a safe space for students of our affiliated colleges to be listened to by an empathic peer supporter. We believe that mental health services deserve more support and are proud to advocate for a cause at the core of what we do.

Being a part of such an important community of voices reflects our continued commitment to improving services and our blossoming into the wider space of advocacy work.

Staff Ambassadors

At NiteLine, we believe that the staff within our affiliated colleges can help to bridge the gaps between our service and third-level students. College staff's consistent, direct contact with students puts them in a unique position to help spread the word about our service. The Staff Ambassador Programme is a collaborative effort between NiteLine and the Academic Staff within each college.

Lecturers, counsellors, tutors and other staff members can help publicise our service in a number of ways. In general, our Staff Ambassadors might add our email banner to their email sign off or use a NiteLine Information Slide at the end of their lecture slides. Over the past year, we have also been included in emails sent by staff around exam supports and some staff members have displayed our cards and flyers in their office.

Sarah Kennedy
Healthy UL Manager

"Healthy UL were delighted to welcome NiteLine to our campus in 2024. The listening and support service provided by NiteLine aligns with our agenda of providing peer support for UL students, and compliments the existing mental health supports already available.
Furthermore, students have availed of the opportunity to volunteer and partake in the rigorous training provided by NiteLine, honing valuable lifelong skills, which will stand to them long beyond graduation. This further strengthens the attributes of UL graduates and provides the opportunity for a holistic student experience.
I would like to thank NiteLine, VHI , my colleagues in Student Life, PGSU, Buildings and Estates, Student Volunteering, Student Affairs, and the AVPSE whose collaboration has facilitated this project. To the volunteers, who give up their time every week, we thank you especially!"

Anonymous Volunteer Testimonials

Here is what some of our volunteers have to say about their experience going from students to NiteLine Volunteers

Training was a wonderful experience and I felt very ready to take calls by the end of it. Since then, the training has not only come in use on shift but a lot of the skills we learn are transferable into my personal life and relationships as well.

It is just a privilege to be at the end of the phone and hold that safe space for our peers that are calling. It is a service like no other and I am so grateful I got involved with it.

I don't study psychology or medicine, so I wasn't sure that I would be a good fit, but since joining NiteLine I've realised that we are such a diverse group of people from all different backgrounds!

What I enjoyed most about training and about NiteLine itself was all the new people I've had the privilege of meeting. I never expected to make the friends I've made through NiteLine and all the volunteers are honestly some of the most wonderful people.

Internal Activities

Training at a glance 2023/2024

125
applications to volunteer

35
new volunteers

72+
hours of group training

80+
overall call taking volunteers

Recruitment drive for new volunteers & applications open

Interviews & Preparation for training begins and reviewing materials
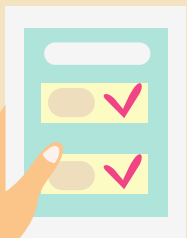
Autumn Training Group

April & May	June	July	August	September & October

Grading applications & Interviews begin

Summer Training Groups in Dublin and Limerick

40

Training

Highlights

- Restored 6 hour training blocks rather than short sessions for Dublin training
- Introduced 3 hour online training blocks for our volunteers in Limerick and an in person 6 hour block
- Improved Eating Disorder Module following feedback from 2022/2023 volunteers & higher call related stats
- Researched Quality Assurance (QA) with BodyWhys to ensure high quality policies.
- Trained 35 new volunteers into the service over 3 groups
- Restored morale for new volunteers post training including post-training social events & certification

Recruitment

Every year, NiteLine's expression of interest form gathers information for those wishing to volunteer with NiteLine. In addition to this form, our training team work tirelessly between April and June to ensure that as many students as possible know that NiteLine is recruiting new call taking volunteers. Our application form was launched in May and stayed open until early August 2023. In total, an impressive 124 applications to volunteer with NiteLine were received. Following a rigorous grading and selection process, we scheduled 75 interviews to allow us to identify the most passionate, enthusiastic and dedication applicants. 42 volunteers were then invited to train with us, with 35 of these completing training and becoming NiteLine Volunteers. Training sessions were organized to accommodate the growing interesting, with two groups training in September 2023 and one group running throughout October 2023. We have warmly welcomed these 35 new volunteers, with our growing volunteering numbers mirroring the growth of the student population our service is available to. We are thrilled to be continuing to blossom and grow as a service.

APPLY NOW

Training

Targeted Recruitment

Over the past year, we have re-evaluated the way in which we recruit volunteers and implemented several new strategies this year. We aimed to recruit a more diverse and inclusive team, and to ensure representation from each of our affiliated colleges. To attain this, we implemented a targeted recruitment campaign that involved sending campaign emails to groups that are underrepresented in our volunteering community, notably male students, international students and mature students.

We also recruited college staff to send emails to help us advertise to students within their departments. Additionally, at our publicity events in the second half of the second semester, such as Information Stands, we had small 'volunteer with us' cards printed out to hand to students. This mix of online and in person recruitment worked well for us and handing out cards in person allowed for many questions from eager students about volunteering with NiteLine. We sought to appeal to students from diverse backgrounds and diverse courses than our current volunteer base, to enrich the perspectives and experiences within our organisation.
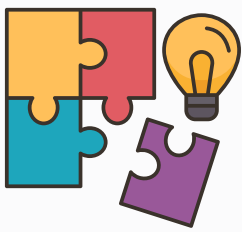
Training

Review of Training Content

In this ever changing climate, it is important that every year we review and update, if needed, our training and policies so that they reflect best practice within the field at the time. Over the last few months, the NiteLine Training Team has made considerable strides in improving our training programme and ensuring that the approach we take on certain topics aligns with best practice. This year, we revisited and reviewed the BodyWhys training we received last year around eating disorders and ensured the information in our training programme at present is the most up to date information. This review resulted in some updates to our Eating Disorder module, which was received well by volunteers. Doing reviews as such ensure our volunteers have the most up-to-date and evidence-based information and consolidate our dedication to being at the forefront of mental health support and providing the highest standard of care to our callers.

Review of Buddy Materials

At NiteLine, "Buddies" are the term given to experienced volunteers that carry out mock calls with those in training to prepare them for call-taking shifts. Before our training groups began this year, the training team conducted a thorough review of our Buddy Materials, which included our buddy handbook, the practice calls they do with those training and the feedback form. This review was necessary to ensure that these important resources are relevant to those taking on the role of a Buddy, in turn ensuring the highest standard of one on one training for incoming volunteers. Buddies are a key component of our training programme, giving invaluable personalized feedback on calls to new volunteers and being one of their first points of contact and friendly faces within the service. The Buddy programme provides new volunteers with the opportunity to apply what they have learned in training to practise calls, allowing them to hone their newly acquired skills and increase their confidence in a nurturing, constructive and safe environment. This peer-to-peer training support fosters a sense of community among new and returning volunteers, enriches their learning experience and allows for new volunteers smooth transition into the wider volunteering community.

Retraining

At the start of each academic year, returning NiteLine volunteers are required to attend a retraining session. In this training session, volunteers have ample opportunity to refresh their knowledge of topics, practice skills covered in initial training and it gives them the chance to learn about any policy changes that have been made or new training topics that have been brought in that year. Retraining returning volunteers ensures we are maintaining the high standard of support provided by our service.

There are three main retraining points throughout each academic year: our retraining session at the start of term, our retraining weekend in March and our bimonthly support meetings.

The first retraining that happens for returning volunteers is the one that takes place between August and early September every year. In September 2023, a few different retraining sessions were held online across a two week period. This was to ensure that all volunteers could attend one session. This session gave our volunteers the chance to practice their call-taking techniques and skills after the summer break, where our volunteers take a three month break from call-taking. The retraining sessions involved a presentation, group work in small groups and roleplays, where volunteers pair up and practise taking calls with one and another.

The topics that were discussed in depth at retraining were picked from the volunteers, based off feedback given in a survey. Additionally topics were added to align with call topic trends from the previous year. Any updates or changes made to the initial training were presented to returning volunteers at this session. As per our policy, is it mandatory that returning volunteers attend retraining before they can begin taking calls that academic year.

Retraining

Training Weekend

Every March, our volunteers pack up for the weekend to take part in our Training Weekend Retreat. This weekend gives volunteers the space to get to know each other and bond, and to retrain. Retraining on this weekend involves a six-hour session in small groups of five to six volunteers and roleplays in pairs. This year, unfortunately, our annual Training Weekend retreat for volunteers did not happen, due to a number of reasons, such as logistics and decreased volunteer uptake. We are looking forward to bringing back this annual weekend next year.

Support Meetings

Finally, our volunteers undergo retraining on a continuous basis at our bimonthly support meetings. These meetings, which are facilitated by a counsellor, allow volunteers to use the **IDEA format**- **I**ssue, **D**ealt with, **E**motions, **A**cquired Knowledge- to discuss calls in a manner that upholds our pillar of confidentiality. Every support meeting is an opportunity to hear other volunteers experiencing of call taking and to learn from their experiences and acquired knowledge. This year, we structured our support meetings around specific topics, such as cyclical calls or serious crime calls, where volunteers where encouraged to share their experiences and their concerns around taking calls of this nature in order to foster a space for peer-to-peer learning to take place.

External Training

In October and November of 2023, two of our Public Face volunteers were invited to attend a new training programme that the Irish Youth Fund are involved with, in partnership with the Health and Wellbeing Team at VHI. The training consisted of two online sessions and one in person session. This pilot programme was developed by VHI health experts and focused on trauma informed care and how to foster wellbeing in youth workers.

Throughout the training, our volunteers were introduced to a trauma-informed care approach used when working with young people who have experienced various levels of trauma, learned about skills to support trauma informed work practice and the discussed the importance of self-care and wellbeing.

After this detailed and informative training, our two volunteers came back with information that they shared with the wider volunteering base and in turn, our support structures were updated to reflect this new information. We also took these learnings from this training, such as the grounding techniques, and ensured our office had items available to help volunteers ground themselves during or after a difficult call. We were grateful for this opportunity to partake in the pilot training programme and to upskill our volunteers.

Research into Volunteer Welfare

During the academic year 2023/24, NiteLine volunteer and Head of Training, Julianna Aitken, carried out research into the factors predicting university students' decision to and motivations for volunteering with NiteLine. The factors examined included personality, resilience and empathy. This research was conducted as part of her Bachelor's thesis. The results of this study highlight the unique characteristics indicative of a NiteLine volunteer and provide insight into the profile and motivations of NiteLine volunteers. The findings may also guide helplines in implementing targeted interventions to protect their volunteers from adverse psychological outcomes.

Background

Helpline volunteers differ to both non-volunteers and general volunteers. Willems and colleagues (2020) conducted a systematic review and found 77% of helpline volunteers experienced adverse psychological outcomes due to their voluntary work. In addition to outcomes, there are also various factors across which helpline volunteers differ to general volunteers. Understanding the profile of helpline volunteers may, therefore, be crucial in ameliorating these negative psychological outcomes. Spafford and colleagues (2023) found helpline volunteers reported lower levels of resilience compared to the general population. Previous research established predicting factors of helpline volunteering and their association with adverse health outcomes. Gibbons (2010) suggested frequently engaging empathetically with distressed individuals may activate individuals' mirror neuron systems; groups of specialised neurons which mimic the behaviours of others (Rajmohan & Mohandas, 2007).

From a helpline volunteering perspective, repeated exposure to others' amplified feelings may, consequently, lead individuals to interpret this secondary exposure to distress as personal distress. Empathy, despite its potential negative implications for volunteers' mental health, has frequently been demonstrated as a predictor of helpline volunteers (Chung et al., 2021). King and colleagues' (2014) asserted personality may also explain the link between volunteering and health outcomes. Moreover, Höing and colleagues (2014) found personality could function as either a protective or risk factor in volunteers. The majority of the research examining personality in this capacity employs the Big Five traits whereby personality encompasses a combination of different scores across five traits: openness, conscientiousness, extraversion, agreeableness and neuroticism (McCrae & Costa, 1990). However, limited research addressed whether these factors changed with duration volunteering.

Additionally, research had not quantitatively addressed whether these factors could also predict the various motivations of helpline volunteering. Motivations for volunteering have been identified as a predictive factor in initiation and duration of volunteer service (Chacón et al., 2017). The Volunteer Functions Inventory (VFI) was developed to quantitatively assess the motivations of volunteers (Clary et al., 1998). Omoto and Snyder (1995) asserted individuals volunteer due to their personality, needs and motivations. Moreover, Höing and colleagues (2014) asserted intrinsically motivated volunteers may be protected from adverse psychological outcomes.

Research into Volunteer Welfare

Methods, Results and Discussion

Volunteers completed a survey which included scales measuring resilience, empathy and the Big 5 Personality traits. Volunteers were also given the volunteer functions inventory. Conscientiousness was higher in volunteers and increased with time volunteering. Resilience was lower in volunteers of one year or less. No differences were observed for empathy. Values was predicted by increased agreeableness and openness. Social was predicted by increased resilience although not significantly. Enhancement was predicted by decreased extraversion. No other significant findings were observed.

These findings provide insight into the profile and motivations of helpline volunteers. This knowledge may aid organisations in implementing targeted interventions to protect their volunteers from the adverse psychological outcomes with which these factors and the volunteers themselves have been intrinsically associated

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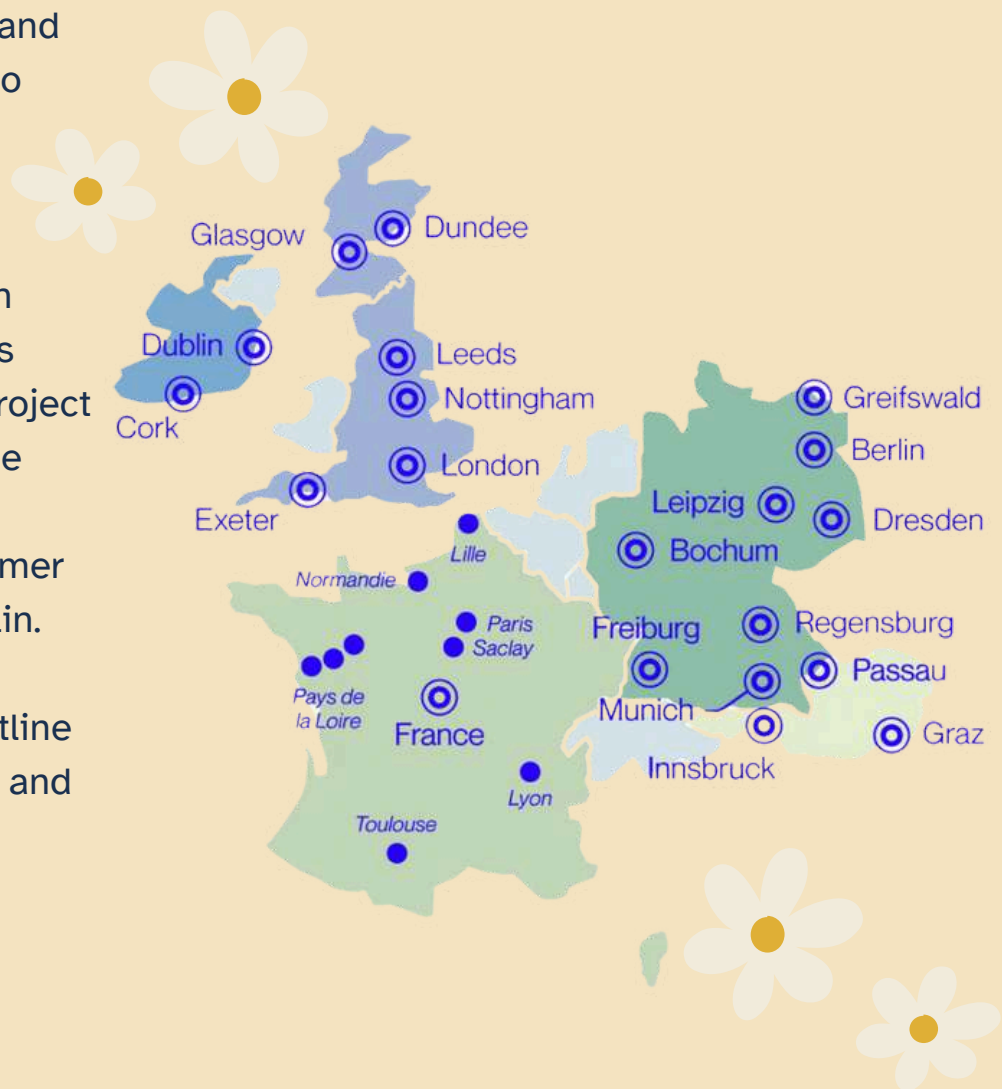
The Nightline Europe Network

In 2023/24, the relationship between NiteLine in Ireland and Nightline Europe continued to flourish.

Nightline Europe is a collaborative project between student-run listening services spread across Europe. The project was spearheaded by Nightline France, which was founded a number of years ago by a former NiteLine volunteer from Dublin. Nightline France created the network now known as "Nightline Europe" in an effort to foster and encourage collaboration and shared learning between the Nightlines across Europe.

At its core, Nightline Europe brings together several individual student listening services across Europe through a membership system. The Network allows for Nightlines to come together, share ideas and learnings, discuss best practices and collaborate on initiatives focused on substantiating mental health support for third-level students across the continent.

Nightline Europe Conference 2024
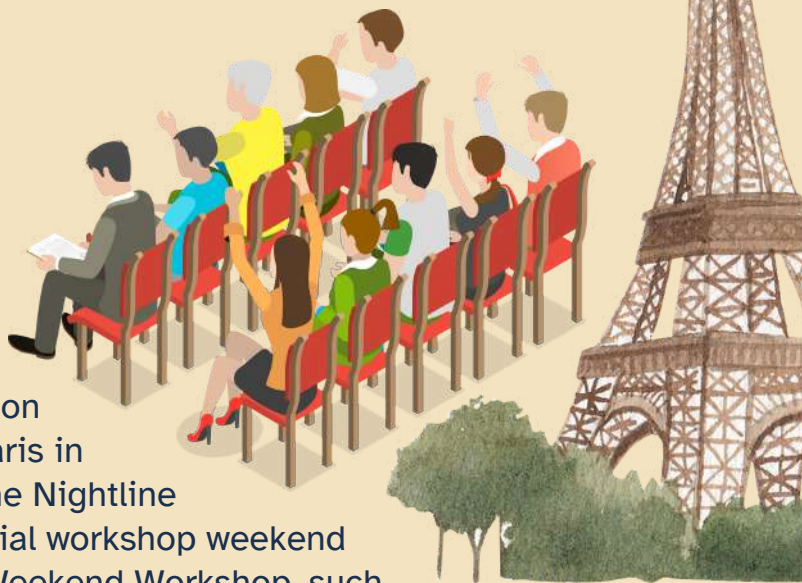
In 2022, Nightline France secured funding to launch the network by the Telos Management Fund. This pivotal funding lead to the organisation of the Workshop Weekend, which was held in Paris in March 2022. As one of the initial members of the Nightline Europe Network, Ireland was represented at initial workshop weekend in 2022. Several topics were discussed at this Weekend Workshop, such as membership within the network, project objectives and the governance structure of the Network. Following the Workshop Weekend, insights and opinions were collected from all Nightlines and representatives of NiteLine, Nightline France, the Nightline Association (UK) and Förderinitative Nightlines Deutschland (Germany) began holding monthly working meetings to finalise the specifics of the Nightline Europe network.

This culminated in the first ever Nightline Europe Conference held in Paris in March 2023, which was then held again in Paris in May 2024. The Nightline Europe Conference in 2024 was attended by representatives from over 20 Nightlines across Europe, such as Austria and Switzerland. Representatives from the Nightline Association (UK) and Förderinitative Nightlines Deutschland (Germany) were also present at the conference.

This year, three main projects were explored at the conference. The first Nightline Europe project presented was the Starter Kit Project. The idea behind this project is to create a starter kit that clearly outlines how to set up a Nightline, regardless of where you are in Europe. The second project was around Training and Guidelines and looked at how we standardise these across all new and future Nightlines in the network. The third project looked to create a report on student mental health on a Europe-wide level.
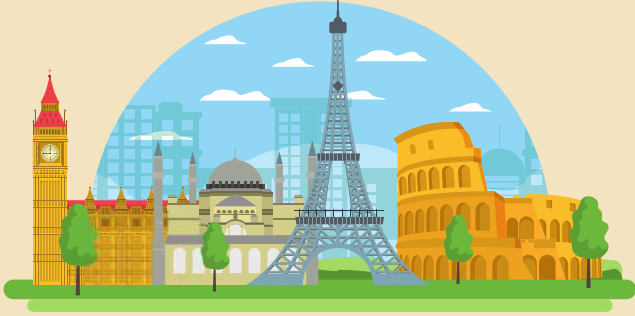
Nightline Europe Conference 2024

This year, our Coordinator, Mikayla, and Vice Coordinator, Sarah, attended the conference on behalf of NiteLine. At the conference, the three ongoing projects were discussed, in addition to the future of the Nightline Europe network. The conference created a safe space that encouraged sharing and facilitated learning between the Nightlines across Europe and enabled relationships to be created and to blossom between the different Nightlines. It was inspiring to gather with a group of likeminded volunteers across Europe, that share our passion and devotion to creating a nurturing and empathetic space where every student feels heard, understood and supported. By working together at this conference and over the last number of months, members of Nightline Europe hope to change the face of mental health in Europe and gain access to European Union funding, which will help to achieve these goals.

NiteLine is a proud founding member of the Nightline Europe network, which is built upon years of collaboration with Nightline France and the Nightline Association in the UK. Through our membership in the Nightline Europe network, we will continue to share our expertise with other Nightlines and to learn from them and the nuances associated with each individual Nightline. We look forward to continuing to work with those in the network to maintain and improve the quality of student run listening services and to continue to advocate for youth mental health in Ireland and across Europe.

Research within Nightline Europe: The Student Mental Health Report

Approximately 10 members from numerous Nightlines across Europe including NiteLine in Ireland have been working on a paper for publication since early this year. This paper is the NiteLine Europe Mental Health Report. Volunteers from Ireland, as well as London, France, and Germany have all played a role in the data collection, comparison, writing and editing of the paper. Numerous meetings and hours of work have gone into this paper already this year.

A significant aspect of the white paper is the initiative to collect and analyze data from individual NiteLines across Europe. This effort aims to understand better the mental health landscape among students by examining demographics, common topics of concern, and the volume of calls received. Aggregating this information will help identify trends and guide policy development. Additionally, the paper reviews existing mental health policies at local, national, and international levels, as well as within specific institutions.

The paper reveals that, despite the rising prevalence of mental health issues like anxiety and depression among university students, comprehensive data on this group remains scarce. The literature review identifies several key risk factors contributing to mental health challenges, including membership of certain demographic groups, social isolation, and financial stress.

Strategic Plan

Strategic Plan

In December 2020, NiteLine released its strategic plan for the years 2021 to 2025. This strategic plan was born out of collaboration between the volunteers, representatives of our affiliated colleges, an external advisory board and third-level students. Detailed within this are the primary ambitions of the charity and this plan is reviewed annually to ensure that we continue to blossom and flourish as a service. The core objective of the strategic plan is to widen the accessibility of NiteLine to students across Ireland and this is supported by 1 year work plans.

NiteLine's strategic objectives are:

Best Practice

Efficiency

Expansion

Awareness

Funding & Partnership

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 existing similar helplines.
2. Research is currently underway for this strategic goal and is aimed to be finished 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, 2023 and 2024 This survey provides valuable insight into the internal structures of our charity. This feedback is used by the Head of Welfare and the Head of Training 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, exemplified by our collaboration with Bodywhys in 2022, and our collaboration with the Samaritans, the Dublin Rape Crisis Centre and Aware in 2024. As a result of 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 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 who both fulfil the skills necessary for their respective roles. The Board composition is reviewed annually. This year, two additional members were added, with particular skill sets pertaining to Human Resources and IT. The volunteer population is also reviewed to ensure our volunteers are representative of the diversity seen in the wider student population, and our volunteer recruitment campaigns are adjusted to reflect areas where increased diversity may be necessary.
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. This year the Board were invited to committee meetings, during which they each introduced themselves and discussed their role and projects.
3. The restructuring of committee organisation has been completed as of 2023 and has been introduced for the 2023/24 student-run committee. The most notable restructuring was the introduction of the Heads of Department structure, which now includes a Head of Publicity, Head of Training, Head of Welfare, Head of Research and Development and Head of Finance. This change has resulted in a defined departmental structure and a clearer line of reporting for each committee department. The structural layout of the committee can be viewed in the committee organisation chart in the governance section of this report (page 50).
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. Since then, a separate IT Board member has joined the Board of Trustee. An IT strategy to support our strategic objectives is underway.

Strategic Objective Three: Expansion of Services

NiteLine has the objective of increasing 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 DCU, DkIT, IADT and most recently, UL).
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 (completed with the set up of a satellite office in Limerick).

Updates

1. In September 2021, the Technological University Dublin (TU Dublin) became a partner college of NiteLine. This led 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. In 2023, we affiliated with three colleges; DCU, DkIT and IADT, representing a further 30% increase. In 2024, we increased this once more through our affiliation with UL, bringing the total number of students with access to our service to over 150,000.
2. Following the COVID-19 pandemic, we have witnessed a decrease in the number of contacts made to our service. However, as we continue to restore our on-campus presence through publicity and fundraising to spread awareness, our goal is to restore our pre-COVID-19 annual contact levels. In the last year we have also introduced national publicity campaigns to help increase our contacts. Finally, we aimed to increase our contacts through our affiliation with UL and we anticipate an increase in our annual contacts for the coming academic year given our recent affiliations.
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 2023 and implemented by 2025.
4. This goal will be completed by 2025 and is under review.
5. Discussion is underway between the Board of Trustees and Committee Members to ensure a sustainable model of expansion for this goal and in will be reviewed in the upcoming year. We are currently in the process of looking at further expansion opportunities for the coming years.

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 had been restricted. However, this also 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 via Zoom and by conducting giveaways on our social media platforms. As restrictions were lifted, NiteLine's workshops returned to a face-to-face format and allowed us to develop this goal further. In the academic year of 2023/24, we increased this engagement significantly as all of our publicity events could resume on campus. Publicity stands were held in each college over the course of the academic year, with workshops also being delivered in person to many students across our affiliated colleges.
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.

What is NiteLine?

NiteLine is .....

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 (to be completed by 2024/25).
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 we will complete this by the end of the academic year 24/25.
2. During the academic year 2022/23, a significant focus was placed on income diversification, which saw NiteLine host its first large-scale fundraising event, leading to NiteLine receiving more donations than ever before. This large scale fundraiser was held again in 2024, with a similar success story. On a smaller scale, we worked with college societies to host fundraisers throughout the last academic year. For the year 2024/25, NiteLine plans to grow these fundraising events further, as well as apply for additional grant opportunities and continue to diversify income streams in other ways.
3. This goal is actively under review.

Governance

Committee

At NiteLine, our volunteers are dedicated to ensuring that the third-level students in Ireland have access to the highest quality peer support call service. Our committee, which is made up of passionate, motivated and dedicated volunteers, are there to ensure we reach this standard. This subgroup of volunteers are resolute in ensuring our service meets the needs of our student callers. Each year, our elected committee is given the task of overseeing and managing the service. The committee works alongside Counsellors and other essential staff members and external stakeholders from our affiliated colleges to corroborate the effective operation of our service.

This year, our committee underwent a restructuring, which has resulted in a clearer understanding of the different departments, the requirements of roles and has ultimately resulted in greater interest in and engagement with the roles available. As NiteLine continues to expand, grow and flourish, our committee structure needed to grow and adapt along side the service. This restructuring has allowed for a more even delegation of work load across departments and a clearer reporting line for each committee member has been established.

The committee consists of five key departments which include:

Training

Welfare

Publicity

Finance

Research & Development

Committee Structure

Coordinator

Vice Coordinator

Head of Training

Head of Publicity

Head of Finance

Head of Welfare

Head of Research & Development

Training Officers

Social Media & Branding Officer

External Events & Fundraising Officer

Morale Officer

Research & Development Officer

Public Faces

Chief Buddy

IT officer

Publicity OCM

Rota Secretary

Board of Trustees

In November of 2020, NiteLine was appointed a new Board of Trustees. The Board jumped right in, with their commitment to upholding the highest standards of governance being evidenced from the start by ensuring compliance with the Charities Governance Code. Another area they were devoted to improving centered around governance structures and financial controls in particular, with the aim of securing NiteLine's financial future.

NiteLine's Board of Trustees is comprised of highly skilled, experienced and motivated individuals and is a driver for the Charity's overall success and impact. The Board members each possess a specific skill set that NiteLine requires to truly flourish, with years of experience between them. The informed insight and perspective they bring to the table is invaluable and is a guiding beacon for NiteLine's strategic decisions. Their presence ensures that NiteLine benefits from sound governance, prudent financial management and impactful oversight. The Board of Trustees consists of a Chairperson, Company Secretary and Trustees in the areas of finance, marketing, alumni relations, IT, risk management and HR. The Board are actively recruiting skilled professionals to fill Trustee positions that were not occupied this year, such as the clinical counselling Trustee role.

Board of Trustees

NiteLines' committee works alongside the Board of Trustees in several areas, including expansion. Since this initial step of expansion, the momentum has only grown further. We made great strides towards our Project Bloom objectives in 2022/23 by affiliating with three additional third-level institutions - Dublin City University, Dundalk Institute of Technology and Dún Laoghaire Institute of Art, Design and Technology. With this, we far exceeded our initial Project Bloom target of expanding the availability of our service by 20% - in fact, the number of students who can avail of our services increased from 100,000 to over 130,000 - an unprecedented 30% increase.

The Board of Trustees work closely with NiteLine's committee, developing a strong link between the two that benefits the service but also ensures that NiteLine remains a service run primarily by students for students. Members of the Committee, such as the Coordinator, Vice Coordinator and Head of Finance, attend board meetings, and individual Board Trustees often frequent committee meetings or work with specific committee subgroups on projects. NiteLine's skilled and dedicated Board of Trustees acts as a guide for NiteLine and is a cornerstone of the service, steering the charity towards continued success and positive changes.

The time and effort the Board have invested in NiteLine over the last four years culminated in NiteLine first being awarded Carmichael's Best Governance Improvement Initiative in Category 1 and subsequently being awarded two Good Governance Awards for our Annual Reports over the last two years. These milestones and achievements marked the Board's commitment to continuous improvement and dedication to good governance, while exemplifying transparent reporting and adhering to best practice guidelines.

NiteLine takes great pride in these accolades and is committed to maintaining and upholding its governance structures and to ensure best practices are consistently upheld throughout the Charity. Through the devoted efforts of the volunteers, those on Committee and the Board, NiteLine has made strides towards accomplishing its mission and servicing the student population with the utmost integrity and efficacy.

Board of Trustees

Board of Trustees

Catherine O'Connor
Marketing Trustee

Since joining the board in 2020, it's been a privilege to support the growth of the service. Our recent expansion to reach even more third level students would not be possible without the dedication and hard work of our volunteers.

Irina Lopatina
IT Trustee

I joined NiteLine's Board in 2023, and I'm fascinated by volunteer's commitment and inspiration to help others. I'm happy to be supporting NiteLine in this journey.
As a mom of two teenage kids, who are about to enter their adulthoods, I see how much pressure life puts on young adults, and how much it means for them to have someone to simply talk to.

Kate Killeen
HR Trustee

I was appointed to the Board of Trustees in early 2024 and each day since I have been completely in awe of everything the NiteLine volunteers do. They are incredibly professional, highly trained, committed, and compassionate. I echo the sentiments of the board and I am really looking forward to supporting NiteLine in the next chapter. I'm confident we will see continued success in the future.

Board of Trustees

Rotation of Trustees

At NiteLine, we are committed to nurturing innovation and adhering to best practices. We firmly believe that trustee rotation plays a pivotal role in achieving this objective. Consequently, we have established a policy wherein no NiteLine Trustee can hold their position for more than two consecutive terms on the Board. Furthermore, no Trustee can serve for a cumulative duration exceeding nine years.

Induction and Training of Trustees

Upon the appointment of a new Trustee, our practice at NiteLine involves a comprehensive induction process. This includes a meeting with the Coordinator, Chairperson, and select Trustees to provide essential guidance. As part of this induction, an Induction Pack is distributed, comprising vital policy documents, organizational history, strategic plans, and business plans.

Similar to our approach with NiteLine volunteers, we place a strong emphasis on continuous training for our Board members. All Trustees have already received training in the roles and responsibilities of Charity Trustees through the Carmichael Centre.

Conflicts of Interest

Alongside our training and rotation practices, NiteLine has implemented a Conflict of Interests Policy, aligned with the guidelines provided by the Charities Regulator. This policy serves as a crucial safeguard to uphold NiteLine's integrity. It empowers the Board to proficiently recognize, document, and navigate any potential conflicts of interest, thereby ensuring that all Trustees consistently act in the best interests of NiteLine.

Stakeholders

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

NiteLine receives its' funding from its' affiliated colleges, which include Dublin Business School (DBS), Dublin City University (DCU), Dundalk Institute of Technology (DkIT), Dún Laoghaire Institute of Art, Design and Technology (IADT), Maynooth University (MU), National College of Art and Design (NCAD), Royal College of Surgeons in Ireland (RCSI), Technological University of Dublin (TU Dublin), Trinity College Dublin (TCD), University College Dublin (UCD) and University of Limerick (UL).

In return for this funding, each semester NiteLine provides extensive reports on its activities to the students' 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, niteline.ie, and social media channels.

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 then multiplied 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
contingency

16-25
high risk,
take
immediate
action
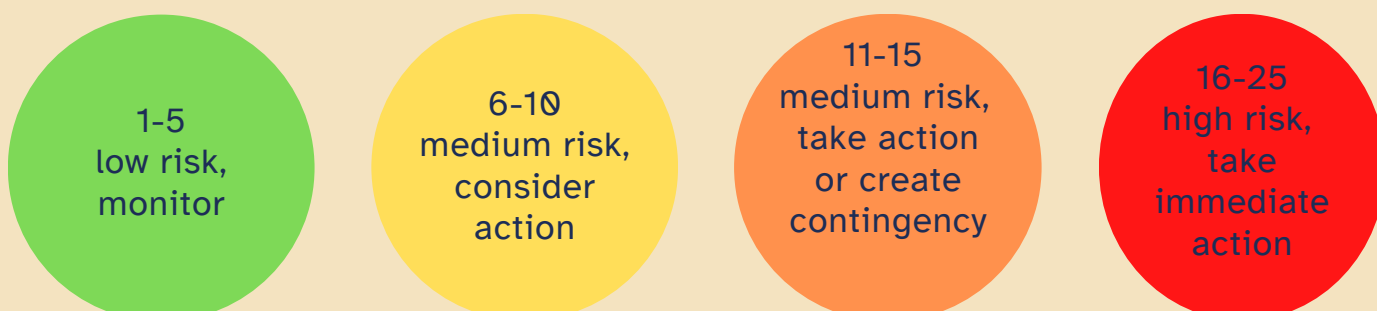
FINANCIAL NARRATIVE

Income

This year, our primary source of income for operational expenses came from affiliation fees contributed by our eleven affiliated colleges. Additional funding was received through donations, fundraisers, and grants.

Looking ahead, our key objective is to broaden and diversiy our income streams. To achieve this, we plan to:

- Establish partnerships with local businesses to cover operational costs.
- Expanding our grant applications to secure additional funding.
- Launch new fundraising initiatives.

Expenditure

Our expenditure is allocated across different departments, each with varying needs and a budget to cover those needs. This year, out largest expense went towards operational costs of running the charity, which include transportation for volunteers and maintaining our phone line. Additionally, significant expenses were incurred by the publicity department, and the training department following closely behind.

Sponsorships

NiteLine is delighted to receive sponsorship-in-kind from one local business. Reads Design and Print has 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 financial year, we maintained a significant excess in our budget as a result of effective financial controls and continuously monitoring our spending to ensure it is in line with our budget. Our budget was reflective of best practices and was designed based on the previous year's trends and projected needs for this year, while also anticipating the rise in costs. We saw an increase in expenditure for this year to adjust for the addition of new affiliated colleges.

Reserves

We aim to keep our reserves equal to between three and six months of expenditure. When the reserves go over this value, they may be spent provided that the necessary approvals are obtained. Reserves are usually spent on projects that support the charity's long term vision. For example, this year we spent some of our reserves on publicity, aiming to raise awareness within the community by having an article featured in The Irish Times.

Students NiteLine Listening Service Company Limited by Guarantee

Unaudited financial statements

for the financial year ended 30 June 2024

Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

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Directors and other information

Directors	Alex McQueen
	Bláthín Peirce
	Kirsty Ettershank
	Catherine O'Connor
	Irene Lopatina
	Kate Killeen
Secretary	Bláthín Peirce
Registered office	House 6 Regent House
	The University of Dublin Trinity College
	College Green
	Dublin 2
Banker	Bank of Ireland
	2 College Green
	Dublin 2
Registered number	439123

Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

Directors' report

The directors present their directors' report and financial statements for the year ended 30 June 2024.

Principal activities and business review

The principal activities of Students Niteline Listening Service Limited by Guarantee ("the Company") is the provision of a listening service for students. During the year ended 30 June 2024 the Company continued its charitable activities through the provision of anonymous peer to peer support to college students.

Results for the year

The results of the Company for the year are set out in the profit and loss account on page 6 and in the related notes.

Political contributions

The Company made no political donations or incurred any political expenditure during the year.

Subsequent events

There are no subsequent events to report.

Accounting records

The directors believe that they have complied with the requirements of sections 281 to 285 of the Companies Act 2014 with regard to adequate accounting records by employing accounting personnel with appropriate expertise and by providing adequate resources to the financial function. The accounting records of the Company are maintained at House 6 Regent House, The University of Dublin Trinity College, College Green, Dublin 2.

This report was approved by the Board of Directors on the 17th of February 2025 and signed on its behalf by:

Alex McQueen
Chairperson

Bláthín Peirce
Company Secretary

Date: 17th February 2025

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

The directors are responsible for preparing the directors' 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 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 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 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 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

Alex McQueen
Chairperson

Bláthín Peirce
Company Secretary

Date: 17th February 2025

Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

Statement of Financial Activities
For the year ended 30 June 2024

	Notes	Unrestricted funds €	Restricted funds €	Total 2024 €	Total 2023 €
Income from					
Donations and legacies	4	12,684	-	12,684	11,607
Charitable activities	5	38,875	4,629	43,504	32,617
Total Income		51,559	4,629	56,188	44,224
Expenditure from:					
Raising funds	7	2,313	-	2,313	-
Charitable activities	6	45,074	4,629	49,703	38,395
Total Expenditure		47,387	4,629	52,016	38,395
Net income		4,172	-	4,172	5,829
Total funds carried forward		47,902	-	47,902	43,730

Notes 1 to 18 form part of these financial statements.

Signed on behalf of the Board of Students NiteLine Listening Service Company Limited by Guarantee

Alex McQueen
Chairperson

Bláthín Peirce
Company Secretary

Date: 17th February 2025

Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

Statement of Financial Position
As at 30 June 2024

	Notes	2024 €	2023 €
Non-Current Assets			
Intangible assets		-	-
Property, Plant and Equipment	9	1,374	1,717
		1,374	1,717
Current Assets			
Receivables	10	13,275	23,325
Cash and cash equivalents	11	44,406	30,596
Total current assets		57,681	53,921
Total assets		59,055	55,638
Payables: Amounts falling due within one year	12	(6,782)	(11,908)
Deferred grant income	13	(4,371)	-
Net Current Assets		46,528	42,013
Total assets less current liabilities		47,902	43,730
Financed by			
Retained Reserves		47,902	43,730

Notes 1 to 18 form part of these financial statements.

Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

We, as directors of Students NiteLine Listening Service, state that:

(a) the company is availing itself of the exemption provided for by Chapter 15 of Part 6 of the Companies Act 2014;

(b) the company is availing itself of the exemption on the grounds that the conditions specified in s.358 are satisfied;

(c) the members of the company have not served a notice on the company under s.334(1) in accordance with s.334(2);

(d) we acknowledge the company's obligations under the Companies Act 2014, to keep adequate accounting records and prepare Financial Statements which give a true and fair view of the assets, liabilities and financial position of the company at the end of its financial year and of its profit or loss for such a year and to otherwise comply with the provisions of Companies Act 2014 relating to Financial Statements so far as they are applicable to the company,

Signed on behalf of the Board of Students NiteLine Listening Service

Alex McQueen   **Blathin Peirce**
Chairperson   Company Secretary

Date: 17th February 2025

Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

Cashflow Statement
For the year ended 30 June 2024

	Notes	2024 €	2023 €
Net cash flows from operating activities			
Excess income		4,172	5,829
Add back non-cash items:			
Depreciation		343	-
Increase in receivables		10,050	(6,286)
(Decrease) / increase in payables		(5,126)	12,455
Net cash flow from operating activities		9,439	(12,911)
Cash flows from investing activities			
Payments to acquire intangible assets		-	-
Payments to acquire property, plant and equipment		-	(1,717)
Net cash flows from investing activities		-	(1,717)
Cash flows from financing activities			
Net grant income received		4,371	-
Net cash flows from financing activities		4,371	-
Net increase in cash and cash equivalents		13,810	(14,628)
Cash and cash equivalents at 1 July		30,596	45,224
Cash and cash equivalents at 30 June		44,406	30,596

Notes 1 to 18 form part of these financial statements.

Signed on behalf of the Board of Students NiteLine Listening Service CLG

Alex McQueen
Chairperson

Bláthín Peirce
Company Secretary

Date: 17th February 2025

Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

Notes to the financial statements

1. **General Information**

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

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 the Company 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 the Company in providing training, support services.

   Raising funds

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

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 they are stated at cost.

Property, plant and equipment

Items of property, plant and equipment are measured at cost less accumulated depreciation and any impairment loss. Depreciation is calculated to write off the cost of items of property, plant and equipment to a residual value of nil using the straight-line method for the current and comparative periods. Depreciation is charged for the first time in the year following acquisition. The useful lives of property, plant and equipment for the current and comparative periods are as follows:

- o   Fixtures and fittings   5 years

Depreciation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate.

Grants Received

Grants received by the entity are recognized as income when they are received or receivable, depending on the terms of the agreement. The recognition of grant income is governed by the following criteria:

- **Non-refundable grants** are recognised as income in the period in which they are received, provided the conditions for receipt have been met.
- **Grants with conditions** are recognised as income when the conditions attached to the grant are satisfied, and the entity has reasonable assurance that the funds will be received.
- **Restricted grants** are treated in accordance with the specific purpose outlined in the grant agreement. These grants are recognised as income when received, with any unspent amounts carried forward as a liability until used for their intended purpose.
- **Unspent Grant Funds**: Any unspent amounts from grants are carried forward as liabilities in the statement of financial position, and are recognised as income in subsequent periods when the funds are utilised in line with the grant's intended purpose.

The entity consistently applies these accounting policies in recognizing and disclosing grants received in the financial statements.

Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

Notes to the financial statements (continued)

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	2024	2023
	€	€	€	€
Donations	12,684	-	12,684	11,607
Total donations and legacies	12,684	-	12,684	11,607

Notes to the financial statements (continued)

5. Income from charitable activities

	Unrestricted	Restricted	2024	2023
	€	€	€	€
Affiliation fees	38,875	-	38,875	32,617
Grant income	-	4,629	4,629	-
Total income from charitable activities	38,875	4,629	43,504	32,617

Each of the Company affiliated colleges pay an annual fee which is used to sustain the daily operation of the service. For more information on the grant income, see note 13.

6. Expenditure on charitable activities

	Unrestricted	Restricted	2024	2023
	€	€	€	€
Operational expenses	45,074	4,629	49,703	38,395
Total expenditure on charitable activities	45,074	4,629	49,703	38,395

7. Expenditure on raising funds

Expenditure incurred on raising funds in the period amounted to €2,313 (2023: €Nil).

8. Directors' emoluments

The Company does not pay any remuneration to the volunteer Board of Directors. Directors are reimbursed for receipted expenses which in 2024 totalled €Nil. (2023: €Nil).

9. Fixed assets

	Fixtures & fittings	Total
	2024	2024
	€	€
Cost		
At beginning of year	1,717	1,717
Additions in year	0	0
	1,717	1,717
Depreciation		
At beginning of the year	-	-
Depreciation charge for the year	343	-
	343	-
Net book value		
At 30 June 2023	1,717	1,717
At 30 June 2024	**1,374**	**1,374**

Notes to the financial statements (continued)

10. Receivables

	2024	2023
	€	€
Receivables	13,275	23,325
Total Receivables	**13,275**	**23,325**

Receivables related to outstanding balances due from affiliated colleges.

11. Cash and cash equivalents

	2024	2023
	€	€
Cash on hand	-	-
Cash and bank balances	44,406	30,596
Total Cash and cash equivalents	**44,406**	**30,596**

12. Payables
Amount falling due within one year

	2024	2023
	€	€
Payables	6,782	11,908
Total Payables	**6,782**	**11,908**

Payables relate to outstanding balances due to Trinity College Dublin. The Trinity College Dublin Student's Union pays the Company's liabilities as they fall due. After the reporting period, the Trinity College Dublin Student's Union issue the Company an invoice for an amount equal to expenses for the period.

Notes to the financial statements (continued)

13. Grant received

During the year ended 30 June 2024, the entity received a grant of €9,000 from VHI for the purpose of supporting charitable activities related to opening a Niteline location at the University of Limerick (UL). The grant funds are restricted and can only be used for the specific charitable activities outlined in the grant agreement. Any unspent amounts at the end of the reporting period will be carried forward and applied to future expenditures within the scope of the grant's intended purpose. There are conditions that would require the repayment of the grant unless the funds are not used as stipulated, being for the expansion of the service to UL.

As of 30 June 2024, the balance of the grant that has been recognised in the financial statements and any unspent amounts is €4,371.

14. 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.

15. Contingent Liabilities

The company had no contingent liabilities at the reporting date.

16. Related Party Transactions

There were no related party transactions in the reporting period.

17. Subsequent Events

There are no subsequent events to report.

18. Approval of the financial statements

The board of directors approved the financial statements on 17th February 2025.

Contact Us

For general enquiries, or if you are interested in affiliating with or collaborating with NiteLine, please contact **info@niteline.org.**

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 seven nights a week during term from 9 pm - 2:30 am, to support you through whatever is on your mind. Students of our affiliated colleges can call **1800 793 793** or visit **niteline.ie** to get in touch with an experienced volunteer.

A list of useful resources is available on our website **niteline.ie** for when our phone lines are closed.

Call to action

Would you like to see your college as one of our affiliated colleges and your students have access to our out of hours peer support listening and information service?
If so, please send an email to coordinator@niteline.org for more information.

Are you an organization or Charity that would like to work with NiteLine?
If so, please send an email to info@niteline.org to discuss further.

Social Media and Contact Details

✉️ info@niteline.org

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