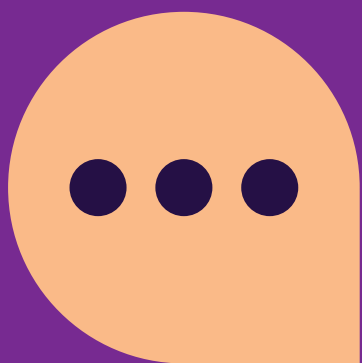


National Adult Literacy Agency (NALA)

Our year and our work

Annual Report 2023



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh

About this report

This report tells you about our work and finances in 2023.

Patron: Michael D Higgins, President of Ireland

Chairperson: Margaret Kelly

Chief Executive Officer: Colleen Dube

Registered company number: 342807

Registered Charity Number (RCN): 20020965

Charity reference number (CHY): 8506

Published by:

National Adult Literacy Agency (NALA)

Sandford Lodge

Sandford Close

Ranelagh

Dublin 6

D06 YF65

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ISBN 978-1-907171-65-9

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About NALA

We are the National Adult Literacy Agency (NALA).

We are a registered charity and membership organisation.

We believe literacy is a human right.

We were established in 1980 by volunteers concerned at the lack of response to adults with unmet literacy needs in Ireland. Over the last forty years we have raised awareness of literacy, lobbied for literacy policy, conducted research and promoted best practice in literacy teaching and learning. You can read more about our full and fascinating history in **NALA 1980 – 2020 – a living history** on our website nala.ie.

As detailed in the following pages, we work to ensure that people with unmet literacy, numeracy and digital literacy needs can fully take part in society and have access to learning opportunities that meet their needs.

What we do

- We enable adults to develop their literacy, numeracy and digital literacy through education and training programmes.
- We support adult educators in their work. We provide training, develop teaching materials and work with tutors to share best practice and pioneer new teaching methods.
- We help organisations remove literacy-related barriers to people accessing their services or to staff who may struggle with literacy.
- We work in partnership with the Irish Government, organisations, tutors and learners to advance adult literacy policy and provision.

Our vision, mission and values

The following statements are the important beliefs and principles that guide our work.



Our vision

Our vision is that adult literacy is a human right. Everyone in Ireland should have the chance to develop their literacy, numeracy and digital skills to take part fully in society.



Our mission

Our mission is to:

- campaign for literacy as a human right;
- be leaders and champion best literacy practice; and
- support organisations in their efforts to be literacy friendly.



Our values

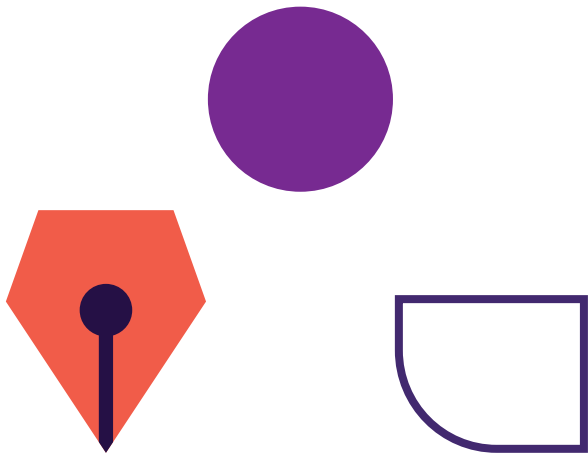
Potential: We aim to make sure that everyone that we work with can achieve their learning and other ambitions.

Respect: We listen carefully to everyone's views and treat everyone equally and fairly.

Inclusion: We involve different voices and views, perspectives and people in our work.

Collaboration: We work creatively and constructively with others to make things happen.

Equity: We make sure that everyone has the same opportunities.



Margaret Kelly, NALA Chairperson

A message from our Chairperson

NALA continued to provide services in 2023 in line with our Strategic Plan to influence policy, support learners and practitioners, promote best literacy practice and stay informed of international developments.

We were very pleased to receive a donation of €20,000 from An Post and to collaborate on a national campaign for International Literacy Day with An Post, Education and Training Boards (ETBs) and the Adult Literacy for Life (ALL) Strategy National Programme Office in SOLAS. The campaign included promotional stands and materials in **29** post offices throughout the country to raise awareness of the ALL Strategy, NALA and local literacy services. This was accompanied by a substantial additional investment by An Post in the 'Unlocking Life' promotional campaign. It is an excellent example of how organisations can collaborate to ensure that those in need of literacy support are encouraged to get it.

The ALL Strategy was progressed by SOLAS, recruiting staff for the National Programme Office, providing funding to ETBs to hire Regional Literacy Co-ordinators and supporting the establishment of national and regional literacy coalitions.

NALA supported the National Programme Office by providing training to the Regional Literacy Co-ordinators. We allowed **2** staff, Clare McNally and Helen Ryan, to go on secondment (loan) to the National Programme Office. NALA also provided plain English training to many groups of public and civil servants.

During 2023, NALA supported 4 Collaboration and Innovation Fund projects that were funded by the ALL Office. We worked with 80:20 on a media literacy programme and Dublin City Libraries on developing literacy champions in local libraries. We also collaborated with The Wheel on developing a literacy-aware community and voluntary sector. We also supported University College Cork on professional development for practitioners providing numeracy for vulnerable groups. With additional funding from the ALL Strategy and the Building Bridges Project, we expanded our Literacy Ambassador programme in prisons.

Our Board, its subcommittees and NALA staff have ensured that our governance arrangements are robust and that they comply with the Charities Regulatory Authority's requirements. During 2023, we began a review of board effectiveness and the development of a Strategic Plan for the period 2024 to 2030. These will be completed in 2024.

I would like to thank NALA's Board, subcommittees and staff for all their work and achievements in 2023.

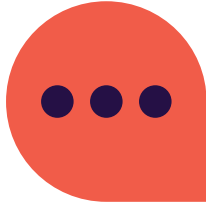
I would like to thank Lynne Keery who left the Board in May 2023 for her service to NALA. We were also delighted to welcome Paula Tiller who joined the Board following the 2023 AGM.

Our work is continuing, but there is still a great deal of uncertainty about the rollout of the Adult Literacy for Life Strategy. In particular the role of different stakeholders within the system, joint planning arrangements and the pace, process and resources for implementation need to be clarified. We hope this will emerge as regional literacy plans are submitted to the ALL Office in 2024. It is important that each organisation within the system collaborates with partners to add value and to avoid duplication.

Those with unmet literacy needs are increasingly excluded from participation in society. Working together, we can help make sure that literacy, numeracy and digital skills for adults are recognised as a human right and are funded on this basis.



Margaret Kelly
NALA Chairperson



Colleen Dube, NALA CEO

A message from our Chief Executive Officer (CEO)

2023 was another busy year for NALA. As you can see from this year's Annual Report, we delivered an ambitious programme of work to advance our vision during a period of tremendous uncertainty, change and constrained resources. In reflecting on the year, our greatest impact has been in the following three areas.

Empowered learners and enhanced learning

We saw the transformative impact and infectious energy of literacy learning at the many events that we organised and supported throughout the year. The overwhelming response to our Student Day in Galway required us to put on extra workshops to accommodate the range of learners and interests. The diversity of learners and their achievements was celebrated at our second Learn with NALA award ceremony in Dublin's Aviva Stadium.

The enthusiasm, authenticity and lived experience of literacy learners was on show throughout the year. Learners wore many hats as ambassadors, speakers, chairpersons and facilitators in our outreach work, at conferences, on webinars and at promotional activities in post offices and the Ploughing Championships.

In keeping with NALA's history of innovation, we launched 'Becoming Literacy Friendly', a new online professional development course and implemented expanded literacy learning offerings. We launched new information packs and resources for literacy learners.

We extended our prison Literacy Ambassador programme to seven prisons and launched our 'Managing Personal Finances' eLearning course on Learn with NALA. We also identified how we can make our Learn with NALA platform more accessible and responsive to our learners' needs and agreed an online learning policy to respond to Quality and Qualifications Ireland's Guidelines for Blended and Fully Online Learning Programmes.

Influencing and informing policy

Much of NALA's work happens behind the scenes to advocate for and ensure that Ireland is as literacy aware and friendly as it can be. In 2023, NALA completed **22** policy submissions on a diverse yet relevant range of areas including Financial Literacy and the Literacy, Numeracy and Digital Literacy Strategy for early, primary and post-primary education. In recognition of NALA's leadership position in literacy, we were invited to give **11** presentations on our work to local, national and international audiences, including **2** European conferences.

Evolving NALA as an organisation

NALA spent considerable time and effort in 2023 to ensure that we have the most appropriate, effective and compliant governance and organisational structures. In collaboration with staff, members and the Board we developed and finalised updates to our Constitution and Procedural Rules that will be implemented in 2024. We also began a strategic planning process to identify and agree NALA's priorities for the next six years. This activity was supported by three advisory groups and extensive consultation with members, stakeholders and learners. We also welcomed five new staff members to the team to replace staff who left to pursue new personal and professional opportunities.

NALA is committed to advocating for literacy as a human right and influencing how literacy is defined and delivered in Ireland. We look forward to your continued insights, ideas and inputs to ensure that our collective efforts are as strategic and effective as possible to advance literacy in Ireland.



Colleen Dube
NALA Chief Executive Officer (CEO)



**Board members: Front row left to right: Trish Nolan and Frances Ward
Back row left to right: Maurice Sammon, Paula Tiller, Margaret Kelly and Ciarán Casey**

Our Board in 2023

Margaret Kelly (Chairperson)

Date appointed: 21 October 2020

Margaret retired from the Department of Education and Skills in 2012. Her work there included responsibility for policy, funding and monitoring of programmes aided under the European Social Fund, Further and Adult Education and curriculum policy and developments. Her lifelong commitment to Adult Literacy and Education continues in her work as a volunteer tutor with City of Dublin Education and Training Board (ETB) and Coláiste Dhúlaigh College of Further Education.

Maria O'Gorman (Vice-Chairperson)

Date appointed: 1 April 2017

Maria worked for many years as an accountant. She does a lot of work in the adult education sector and represents adult learners on a variety of committees. Maria has served on several boards including Kerry ETB.

Patricia Ayton (Honorary Secretary)

Date appointed: 1 April 2017

Pat has been involved in adult literacy since 1980. She worked as a tutor in literacy and numeracy and as an Adult Literacy Organiser. Pat has lectured on the Education and Training degree programme in Dublin City University (DCU) and has been committed to adult literacy and improving services offered to adults returning to education for over 35 years.

Ciarán Casey (Honorary Treasurer)

Date appointed: 5 February 2020

Ciarán Casey is Chief Customer Officer and Commercial Director at Saol Assurance trading as AIB life. Prior to this, he held a number of roles within AIB including Head of Digital Channels and Group Head of Deposit and Current Account Products. Ciarán is a Chartered Banker and Chartered Financial Analyst (CFA).

Aoife Foley

Date appointed: 30 April 2020

Aoife is the National Financial Inclusion and Social Policy Worker with the National Traveller Money Advice and Budgeting Service (NTMABS). Before joining NTMABS, she worked in adult and community education and has a background in human rights law. Aoife has worked as a voluntary literacy tutor in Kerry and Dublin.

Catherine Devlin

Date appointed: 24 April 2021

Catherine is an adult literacy student. She worked in a shirt factory from the age of 15 years having left school early after struggling daily. Catherine started back to education in 2013 with Donegal ETB. She completed the Junior Certificate through day, night and summer classes. In 2017, Catherine joined NALA's Student Subcommittee and is now the Chairperson of that Subcommittee.

Dr Eleanor Neff

Date appointed: 30 April 2022

Dr Eleanor Neff works in the Literacy Development Centre in South East Technological University (SETU). Eleanor has worked in adult education for 21 years with a focus on literacy work for the past 14 years. As a tutor with Kerry ETB, she delivered a wide range of literacy courses and worked on the Refugee Resettlement Programme. In 2020, she worked with NALA's Distance Learning team and the Marking Progress project.

Elma Teahan

Date appointed: 9 December 2020

Elma Teahan is a director in Financial Services Audit department in KPMG. A chartered accountant, Elma also holds a Bachelor of Commerce degree from University College Cork (UCC). She has many years of experience providing audit, assurance, accountancy and advisory services to clients in insurance, investment management, banking and other sectors. Elma is an advocate of education, inclusion and diversity.

Frances Ward

Date appointed: 9 December 2020

Frances Ward has been involved in Adult Literacy since 1977. She set up one of the first Vocational Educational Committees (VECs) supporting Adult Literacy services in Crumlin College. In 1994 she was appointed Adult Literacy Organiser for Dublin City South West which allowed the service to move into the community. Frances was active in setting up the Adult Literacy Organisers Association and was Chair of NALA from 2003-2007.

Maurice Sammon

Date appointed: 30 April 2022

Maurice is a Literacy Ambassador who knows all about the fear and stigma around having unmet literacy needs. He left school early and went straight into work without the ability to read or write and spent the next forty years hiding that fact. Since returning to education, he has never looked back and now works to raise awareness of services and supports available. Maurice has taken part in national literacy awareness campaigns and media interviews to promote the benefits of literacy learning. He was a member of NALA's Student Subcommittee from October 2019 to November 2023.

Patricia Nolan

Date appointed: 30 April 2022

Patricia (Trish) has worked in the public library service for over thirty years and has also worked as a volunteer tutor. Currently she works as Executive Librarian with Carlow County Library Service and has an active interest in adult literacy. She is the Right to Read Coordinator for Carlow County Council and has led many initiatives including the 'Carlow – A Literacy Friendly County' research project. Her family learning project 'Story Streets' is currently part of a national pilot. This aims to support reluctant readers to gain confidence in reading regularly with their young children.

Paula Tiller

Date appointed: 13 May 2023

Paula is the Regional Literacy Coordinator for Kerry under the Adult Literacy for Life Strategy. Starting in 2001 as a volunteer literacy tutor, literacy teaching and advocacy have been a large part of her life since then. She has worked as a NALA distance learning tutor and has delivered workshops at NALA events. As well as her involvement in teaching, she has co-developed themed literacy programmes. She is an advocate for integrating literacy and Universal design for learning across the adult and further education sector.

Tom O'Mara

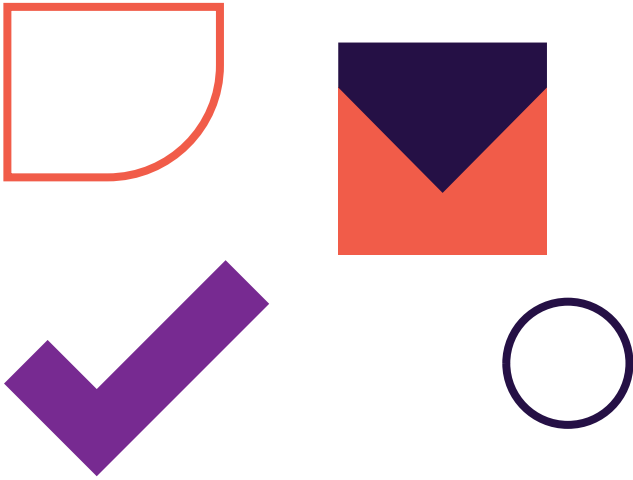
Date appointed: 30 April 2022

Tom O'Mara is Head of Digital Education in University College Cork (UCC). He manages the Centre for Digital Education, which provides support to staff around the best application of technology to learning. An educator for over 27 years, Tom has worked as an English language teacher at third level in Ireland and abroad. He was also the Distance Education Coordinator with NALA for nine years. Tom led the design and development of **writeon.ie** and supported the development of the prime-time literacy TV series 'Written Off' on RTÉ.

Tracey Reilly

Date appointed: 30 April 2022

Tracey is a full-time Education Development Worker in Pavee Point Traveller and Roma Centre. Tracey was an early school leaver but continued in education through different routes. As a mature student, she completed a bachelor's degree in Community and Youth Work with First-class Honours. Tracey is a member of the Traveller community. She is passionate about human rights, equality, and education and as a Traveller woman she sees the importance of education in progressing the rights of Travellers.



Our priorities in 2023

1. Individuals with unmet literacy, numeracy and digital literacy needs
2. Adult literacy educators and services
3. Organisations dealing with the public
4. Policy makers and the public

1. Individuals with unmet literacy, numeracy and digital literacy needs

We made it easier for more adults to develop their literacy, numeracy and digital literacy by providing information and learning services.



NALA's Student Subcommittee, NALA staff, attendees and speakers at the Galway Student Day

Individuals with unmet literacy, numeracy and digital literacy needs



From left to right are learners Donald, John Paul and Minister Simon Harris with learners Diana and Sharon at the Learn with NALA award ceremony

Highlight: Learners celebrate achievements in education

We were delighted to host our second Learn with NALA award ceremony for learners on 27 September 2023. Over **150** adult learners, their tutors, friends and family came to the event in the Aviva Stadium in Dublin. The event featured learner stories, a performance by the Dublin Gospel Choir and a speech by the Minister for Further and Higher Education, Research, Innovation and Science, Simon Harris.

The ceremony ended with a presentation of Quality and Qualifications Ireland (QQI) awards and NALA certificates to around **50** adult learners from all over Ireland. The learners received awards as a result of their work with NALA tutors over the phone, or by using the Learn with NALA website to earn their QQI Awards and certificates. Some learners used a combination of these services with the support of their tutor and education provider.

Speaking at the ceremony, Minister Harris said: "Huge congratulations to all those receiving awards and certificates today for everything they have achieved. You are truly inspiring. You have shown that literacy has the power to help people reach their full potential and go as far as they would like to go."

Individuals with unmet literacy, numeracy and digital literacy needs



"I did level 3 with NALA. It's very useful because I can do it online, anywhere, anytime. It was a very supportive team. You can ask any questions you have. Don't be scared and just try it. It's a key that can open a door in your life."

Diana Serhieieva,
Learn with NALA and Limerick
Youth Service learner



Diana receiving her QQI certificate from Colleen Dube



"Events like today highlight the importance of the need for visibility, availability and accessibility of a range of learning options, which are adaptable to people no matter what their circumstances."

Minister Simon Harris

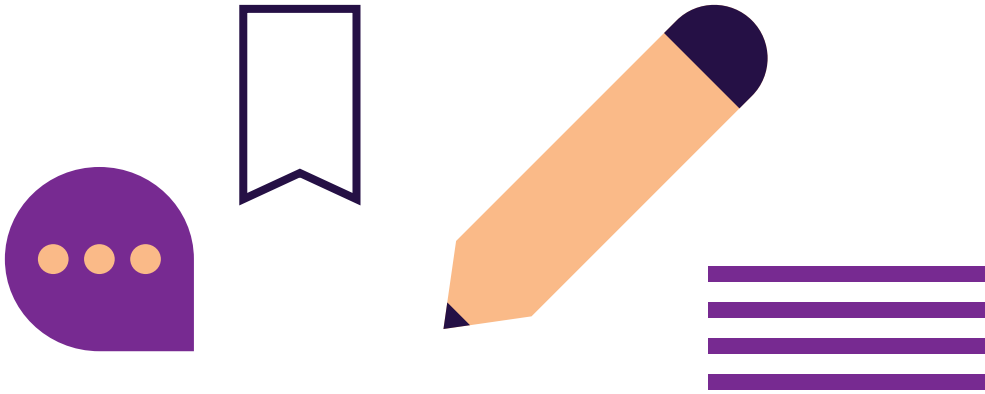
We were also delighted to have learners join us to speak on the day including Margaret Hanrahan, who returned to education with Tipperary Education and Training Board (ETB). Margaret joined NALA's Student Subcommittee in 2022 and she has been an active member since.

Margaret is very interested in spreading the word about how important it is to understand information, particularly for women to understand financial information. "The whole idea of going back to school gives you more positivity and so much confidence that you never stop. When the tutor said to me that he would teach me how to read, that made my life an awful lot better."

Our CEO, Colleen Dube, told learners who received their awards that:

"Today is a day to celebrate and to acknowledge the huge amount of work that goes in to earning an award or certification. I would also like to thank all the tutors for their consistent work and dedication in supporting learners to achieve their goals."

Individuals with unmet literacy, numeracy and digital literacy needs



Our work in 2023

Information and advice

We supported **1,014** people with literacy, numeracy and digital literacy needs who contacted us for information and advice. We operated a national freephone number, a freetext number and online options for people to contact us, such as email or messaging us on Facebook.

Every person's needs are different and depending on their requirements, we put them in contact with their local Education and Training Board (ETB) adult literacy service, NALA's tutoring or online services.

We made **675** ETB referrals and posted **905** information packs about these learning options to people who contacted us.

Additionally, **216** people used our self-referral website, **skillscheck.nala.ie** to find out about their options.

Individuals with unmet literacy, numeracy and digital literacy needs

538



Learners worked with our phone Tutoring Service.

Tutoring service

Our tutors provided **3,114** one-to-one personalised tuition sessions by phone to **538** learners. This service is useful for people who want to learn from home with the help of a tutor.

There is no set course and our tutors normally make one call a week for up to 30 minutes. Tutors work with people on whatever they want to learn until they achieve their goals.

Our Tutoring Service often gives participants the confidence to continue their learning journey, for example:

- **51** learners progressed to online learning using Learn with NALA;
- **173** learners were referred to their local ETB;
- **46** learners were referred to the Adult Education Guidance service; and
- **7** online group sessions were organised for Tutoring Service learners across three themes of maths, writing and study skills.



"I could pick the days and times. It was done at home and I'd get sent my work in the post. Doing it across the phone absolutely worked."

Tutoring Service learner

Individuals with unmet literacy, numeracy and digital literacy needs

4,062



Adults took part in online learning on Learn with NALA.

Learning online

We offered a range of free, easy-to-use online courses on Learn with NALA, our eLearning website. Learn with NALA provides adults with a unique opportunity to access just over **40** courses from level 1 to level 3 with the option of national certification from Quality and Qualifications Ireland (QQI) at levels 2 and 3. Courses are available in literacy, numeracy and digital literacy with subjects such as Reading, Writing, Personal Effectiveness, Maths and Computers Skills.



"I saw NALA online and I went for it. It gave me great confidence and I work on it through the iPad."

Learn with NALA learner

During the year **4,062** adult learners took part in online learning on Learn with NALA:

- **70%** of learners (2,856) used the website to learn by themselves at home with support from NALA;
- **22%** of learners (909) were enrolled in ETB-affiliated centres; and
- **8%** of learners (297) were enrolled in community and voluntary sector centres.

Individuals with unmet literacy, numeracy and digital literacy needs

1,777



Learners were supported to achieve QQI awards.

Accreditation and certification

We supported **1,177** learners to achieve **2,933** national awards with Quality and Qualifications Ireland (QQI):

- **1,392** awards were achieved by learners working with NALA.
- **1,541** awards were achieved by learners in registered centres:
 - **1,040** awards were achieved by learners across **54** ETB centres.
 - **501** were achieved by learners across **22** community and voluntary sector centres.
- **1,983** awards were achieved at level 2.
- **950** awards were achieved at level 3.

For many people this was the first time they got a national qualification. This can act as a stepping stone onto further education and training courses.

We also issued **3,312** NALA Certificates of Achievement to **1,111** learners who completed unaccredited courses on Learn with NALA.

- **2,757** Certificates of Achievement in level 1 courses.
- **555** Certificates of Achievement at Preparing for level 3 courses.

As mentioned in the highlight on pages 16 - 17, we hosted a learner award ceremony at the Aviva Stadium on 27 September 2023.

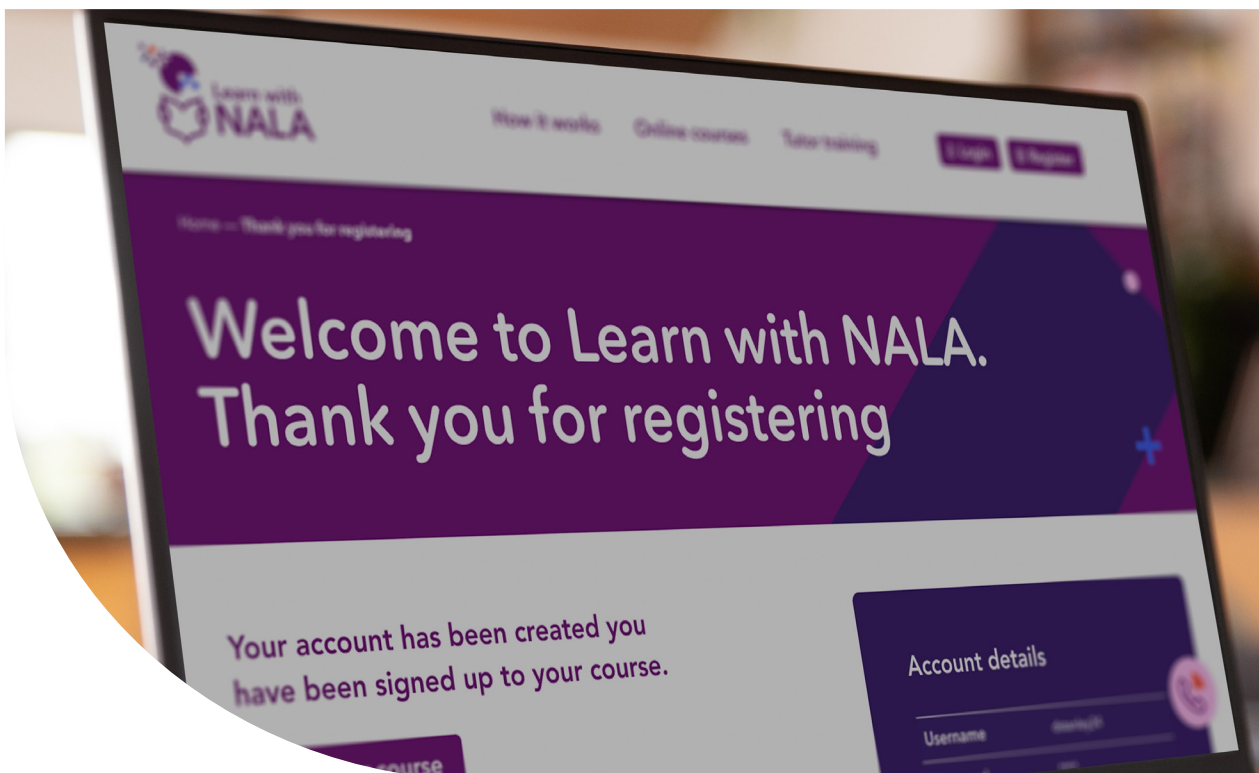
Individuals with unmet literacy, numeracy and digital literacy needs

Engaging learners

Improvements were implemented on Learn with NALA along with outreach campaigns to support learners. This contributed to the engagement of **4,062** online learners in 2023.

We also followed-up with **714** learners who contacted us through a Facebook leads campaign which resulted in:

- **90** people benefitting from one-to-one tuition over the phone;
- **703** receiving information and resources by post; and
- **107** being referred to their local ETB.



Improvements to Learn with NALA

We always listen to learners to find out how we can improve our service and 2023 was no different.

Course development and review:

We finalised a course review tool on Learn with NALA. We reviewed **12** level 1 courses for validation by QQI. We achieved validation of the level 2 Writing course as a fully online programme with QQI. We launched level 3 Managing Personal Finances and migrated our level 3 Health and Safety Awareness course, to be launched in 2024.

Engagement with QQI:

We engaged with QQI in the consultation for developing guidelines for blended and fully online learning programmes and the Common Awards System.

Virtual Learning Environment (VLE) Development:

We continued to improve NALA's Virtual Learning Environment (VLE) to meet the needs of learners, comply with NALA's governance requirements, provide appropriate data to NALA, SOLAS and QQI and manage it within NALA's resources.

Supports and resources:

We implemented a new 1 800 helpline. We updated resources, support guides, video and help material for learners, centres, and tutors such as our tutor YouTube playlist. We developed and rolled out an updated centre registration process for centres.

Evaluation and improvement:

We implemented improvements to the registration and enrolment process and experience. We completed a usability study and accessibility audit and progressed an evaluation research report on Learn with NALA between 2020 and 2022.

Individuals with unmet literacy, numeracy and digital literacy needs

2,000



Students benefitted
from the Student
Development Fund.

Student development work

We provided a Student Development Fund of **€40,000** to over **2,000** adults across **70** adult education centres. The fund provided small grants for students to:

- organise and take part in activities they might not normally get a chance to do;
- learn something new outside their education centre;
- meet other students; and
- contribute to team building between students.

Most centres used the fund for cultural trips to places of local interest. In 2023, the students toured sites including Lissadell House and Gardens in Sligo, Glenveagh National Park in Donegal and Epic – The Irish Emigration Museum in Dublin. Others did workshops on various themes. English for Speakers of Other Languages (ESOL) students from Ukraine did a 'Paint and Coffee' activity in Arthouse Killarney and several of the education centres used the funding to buy new technology for learners.



Priorsgate, Tallaght Adult Education Centre toured the Jeanie Johnston

Student feedback

Centres who receive the Student Development Fund also gather student feedback for NALA. In 2023, **1,381** students gave feedback on the following two questions:

Question 1. What is the most effective way to encourage people to return to learning?

Question 2. What do you hope to do at the end of your course?

In response to Question 1, students responded that the range of courses available can encourage people to return to learning. Students said courses should be about interesting topics, they should be relevant to learners' needs and there should be a variety of courses to choose from. They also said learning should be disability-inclusive and accessible in all centres of adult education. More flexible options in terms of time of day, day of the week or mode of delivery (in person or online) could potentially bring in more students.

Students also recommended improvements to support services.

- More financial supports, such as travel expenses and training allowances.
- Better career guidance for adult learners, on qualifications, progression and jobs.
- Better transport links, especially to rural centres.
- Childcare facilities at adult education centres.
- Mental health supports at adult education centres.

The most common responses to Question 2 were that students planned to continue learning. This suggests that adults who have returned to learning typically want to do more learning afterwards. This also strongly implies that they are benefiting from their learning. In terms of the level of learning that students hoped to do next, **43%** of centres had students progressing to a higher level (within their centre or in a similar centre) and **18%** of centres had students progressing to higher education.

Individuals with unmet literacy, numeracy and digital literacy needs

180



Students attended
our Student Day
in Galway.

Student Day

We organised a Student Day event in Galway on 22 April 2023 on the theme of 'Building Confidence Together'. Our Student Days are for adults who are improving their literacy, numeracy or digital skills on courses at levels 1 to 4. They provide a relaxed and fun opportunity for students from different education centres to come together and meet other students.

180 students attended on the day and heard from speakers including:

- Sinéad Morgan, Further Education and Training Director, Galway and Roscommon Education and Training Board (ETB) who emphasised how good it is to come together and how the ETB wants to hear the learner voice;
- Michael Power, a Literacy Ambassador who has raised awareness about literacy with the public and organisations and has served on Tipperary ETB as a learner representative on their Board; and
- Gerry Daly, a former League of Ireland and Galway United soccer player who published a collection of poetry called 'Childhood Memories'. Gerry had struggled with spelling all his life and returned to education with Galway and Roscommon ETB.



"Never shy away from asking for help. Silence, where you are locked in your head, is the worst."

Gerry Daly, previous student of Galway and Roscommon ETB

NALA distributed over **1,000** free books for to students. Popular publications included 'Better Handwriting', 'Digital Matters', 'That's interesting!' and the 'LEGENDS' book. We also distributed **200** leaflets about learning options.

Individuals with unmet literacy, numeracy and digital literacy needs

120 of the **180** students who attended the Student Day filled in evaluation forms. We also gathered feedback from facilitators, NALA Staff and emails sent to NALA by Adult Literacy Organisers involved in the day.

The five main findings of the student day in 2023 were:

1. Workshops were popular. Students would like more of the same for future events.
2. ESOL students want more opportunities to speak English and more classes.
3. Students want to know about being wise online.
4. This event was valuable to distance learners.
5. NALA needs to advertise its work and learning opportunities more.



Attendees at the Student Day in Galway

Individuals with unmet literacy, numeracy and digital literacy needs



Learner worksheets and resources

We developed a range of new learner resources in 2023.

'That's Interesting!'

'That's Interesting!' is a monthly worksheet that can be used to practise reading, writing, spelling and numbers and each includes a piece of text followed by exercises. The texts cover a wide range of topics, from human stories and current affairs to traditions and history. **Nine** new editions of 'That's Interesting!' were created and distributed in 2023 with **2,161** copies posted and **2,348** emailed.

'LEGENDS' worksheets and videos

We produced a collection of worksheets 'Legends Extra' based on the 'LEGENDS' book of sporting stories. The stories are written in plain English for new and emerging adult readers. It was jointly funded by the Department of Rural and Community Development, and the Department for Further and Higher Education, Research, Innovation and Science. We also created **14** new 'LEGENDS' video resources to accompany the book. The videos were created by recording chapters from 'LEGENDS' read by actors Gene Rooney, Nigel Mercier and Wesley O'Duinn, with the text appearing on screen for learners to practise their reading skills.

'The Lads' Literacy Pack'

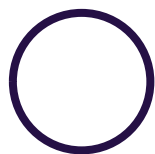
'The Lads' Literacy Pack' book was created by a group in the Portlaoise Prison Education Unit, supported by NALA, Laois and Offaly Education and Training Board and the Irish Prison Service. It aims to help prisoners understand prison life and help with their reading. There are **10** pieces in the pack reflecting life in prison and their interests, pitched at a level for emerging adult readers. As part of our outreach work with prison Education Units, in 2023, NALA received funding from SOLAS to design, print and distribute **5,000** copies to all the prisons in Ireland.

2. Adult literacy educators and services

We supported adult educators in their work. We provided training, sent out teaching materials and worked with tutors to share best practice and pioneer new teaching methods.



NALA staff with speakers and attendees at the National Tutors' Forum



Basheer Abdallah, ESOL student, chairing the event with Colleen Dube

Highlight: Student engagement and measuring outcomes for the ESOL classroom

NALA hosted its annual English for Speakers of Other Languages (ESOL) conference in the Ashling Hotel in Dublin on 20 May 2023, with **110** ESOL tutors and coordinators attending.

The conference focused on talks and workshops around student engagement and measuring outcomes for the ESOL classroom. We were proud to have Basheer Abdallah, ESOL student, Parnell Adult Learning Centre, City of Dublin Education and Training Board (ETB) Adult Education Service, join us to chair the event.

During the morning, four speakers discussed a range of topics. These included workplace ESOL courses, engaging your student to getting the most out of your resources and tracking and measuring outcomes for ESOL students from a professional background. In the afternoon there was a choice of **12** workshops for participants to attend and each participant could attend two.

Adult literacy educators and services



"I learned how to use Chat GPT and found the workshops useful and informative."

Conference attendee



Attendees at the ESOL conference

The workshop topics included:

- ChatGPT (Generative Pre-Trained Transformer): A game-changer for ESOL teachers and learners! Helping you to understand what it is, how to use it and how to introduce it to your students.
- Incorporating digital literacy into lower level ESOL literacy classes.
- Developing critical thinking skills as an essential element of language learning.
- Assessment, measuring outcomes and mental health of ESOL learners who are professionals.

Conference evaluations were very positive with respondents reporting that the speakers were exceptionally informative with plenty of new ideas.



"I learned how to use new resources in the ESOL classroom."

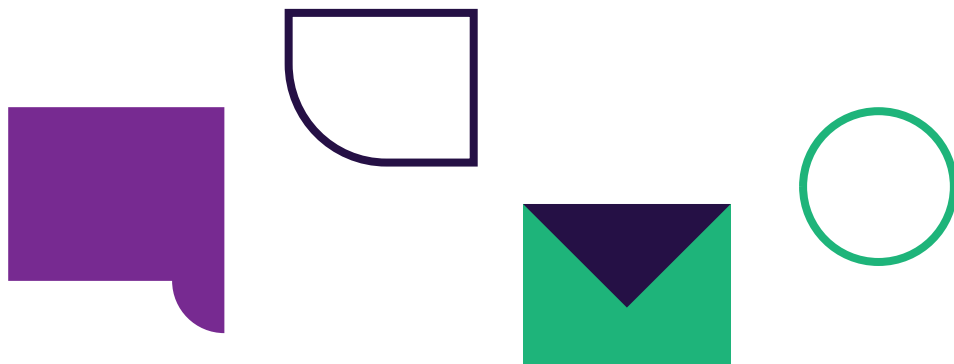
Conference attendee



"I found the phonics workshop very interesting and engaging."

Conference attendee

The conference evaluations showed that **96%** of respondents said that they learned something new at the conference, **96%** said that they will make changes to their work because of the conference and **98%** would recommend the conference to a colleague.



Our work in 2023

Professional development

We organised **18** professional development events on best practice in adult literacy, numeracy and digital literacy teaching. Many of these were delivered with Education and Training Board (ETB) adult literacy professionals and showcased and shared innovative approaches to teaching literacy, numeracy, digital skills and English for Speakers of Other Languages (ESOL).

561 adult education professionals from ETBs participated in these events. Of these **261** took part in in-person conferences, events and workshops and **300** took part in live online professional development webinars.

Below is an overview of professional development events and the number of participants who attended each:

1. Tutors' Forum in-person conference with workshops - **83**
2. Tutors' Forum webinar series - **67**
3. Digital Literacy online webinar series - **116**
4. ESOL in-person conference with workshops - **110**
5. ESOL online webinar series - **69**
6. Numeracy and Maths Week webinar series - **48**
7. Family Learning in-person conference with workshops - **68**

458



People did professional development courses on Learn with NALA.

Online courses for tutors and professionals

We added 'Becoming literacy friendly' to our professional development courses on our eLearning website Learn with NALA. This course supports tutors and wider professionals to adopt a literacy friendly approach to their work.

NALA now offers the following five professional development courses to facilitate adult education professionals and professionals working with the public. They can add to their knowledge by learning at a time and location that suits them.

1. Understanding adult literacy, numeracy and digital literacy
2. Becoming literacy friendly
3. Introduction to integrating literacy
4. A practical guide to integrating literacy
5. Preparing learning materials



"I really enjoyed seeing the different workbooks that are available which will for sure help me to create my own worksheets and prepare the learning materials a bit better in a way that suit the needs of the learners more."

Course participant, 'Preparing learning materials'

During 2023:

- there were **682** enrolments on these courses by **458** educators and professionals; and
- **287** NALA Professional Development Certificates of Achievement were awarded.

170



Education centres used
Learn with NALA for
blended learning.

Online teaching support and blended learning

In 2023, **18** new centres registered to use our eLearning website Learn with NALA. There are now over **170** education and community and voluntary centres set up to use the online platform with **400** tutors from these centres set up on the website.

327 centre tutors received training during **33** training sessions. We also provided tutors with one-to-one support in how to use the website in a blended learning context over the phone and through email.

Every education centre has the option to apply their own branding to the online learning platform and they are given a unique learner registration website address to share with their students. Tutors in centres have access to the back-end of the platform to monitor and support the progress of their learners. Tutors and students get access to NALA's level 1, 2, preparing for level 3 and level 3 programmes and resources as well as the option for Quality and Qualification Ireland (QQI) certification at level 2 and 3. NALA manages the QQI certification process and issues resulting certificates to the centres by post.

The External Authenticator had this positive feedback on NALA's management of the process: "This is my fourth consecutive authentication visit to NALA and to date my experience shows that the LWN Coordinator, Joan, and Support Officers, Jennifer and Paula set and adhere to an exemplary standard in relation to all aspects of the Quality Assurance processes."



"I want to take this opportunity to reiterate my contention that I consider NALA to be a centre of excellence."

External Authenticator

Adult literacy educators and services

QQI awards and NALA certificates achieved by centre learners

During the year, **1,040** QQI awards were achieved by learners in ETB-affiliated centres, and **501** QQI awards were achieved by learners in community and voluntary centres, through Learn with NALA.

Additionally, **810** certificates of completion for NALA's unaccredited level 1 and preparing for level 3 programmes were achieved by **249** learners in ETB centres while **438** certificates of completion were achieved by **140** learners in disability, community and voluntary centres through Learn with NALA.



Learners and staff from Limerick Youth Service with Minister Simon Harris at the Learn with NALA award ceremony

44,000+

Learning resources
were distributed
around the country.

Delivering teaching and learning resources

We delivered **44,000+** adult literacy, numeracy and digital literacy teaching and learning resources to ETB and non-ETB services nationwide. We continued to provide our online form for educators to order resources and organised free delivery.

We sent out the following workbooks in 2023:

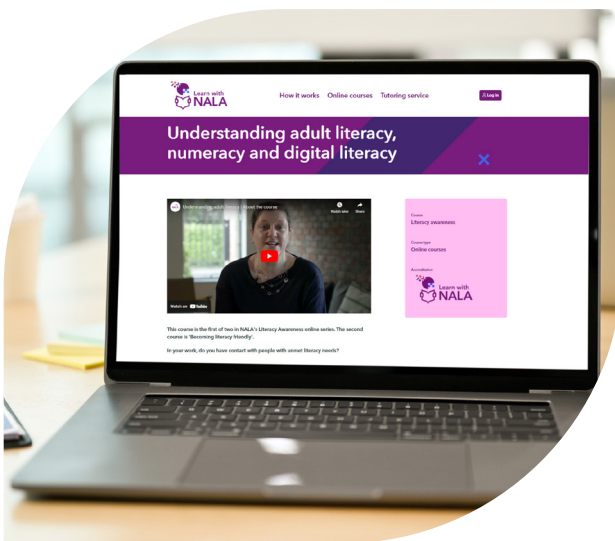
- **3,799** copies of 'Brushing up on Spelling and Grammar'
- **3,251** copies of 'That's Interesting!'
- **3,335** copies of 'Better Handwriting'
- **3,094** copies of 'Write On'
- **2,322** copies of 'Brushing up on Maths at Level 1'
- **2,686** copies of 'Brushing up on Maths at Level 2'
- **4,495** copies of 'Digital Matters'
- **1,478** copies of 'Facts Matters'
- **16,893** copies of the 'LEGENDS' book and 'Legends Matter' workbook
- **2,976** copies of the 'VOICES' book and 'Voices Matter' workbook

Professional Development series

We completed our work on the Erasmus+ funded European Basic Skills Network (EBSN) Professional Development Series project. This involved developing and piloting six Massive Open Online Courses (MOOCs) for adult literacy practitioners across three European countries (Norway, Hungary and Malta). The MOOCs developed were 'Approaching Digital Teaching and Learning', 'Basic Literacy', 'Digital Basic Skills Programs for Adults', 'Diversity and Interculturalism', 'Empowering Adult Learners of Basic Skills' and 'Facilitating the Learning Process'. The project was presented at the European Basic Skills Network conference in Hungary in June 2023.

3. Organisations dealing with the public

We provided training and professional development services to help organisations to be more accessible to people with literacy, numeracy or digital literacy needs.



Organisations dealing with the public



Literacy Ambassadors

Highlight: Promoting literacy in the Irish prison system

In early 2023, NALA, the Portlaoise Prison Education Unit and Laois Offaly Education and Training Board (ETB) engaged with a group of **17** students and **3** teachers to develop a pilot Literacy Ambassador programme. The role of a Literacy Ambassador is to support wider discussions of literacy, reduce stigma and embarrassment and promote learning while in prison. The aims of programme were to:

- deepen understanding of issues relating to adult literacy and lifelong learning;
- support participants to build the foundations of good adult literacy work; and
- explore the purpose and role of a peer-to-peer Literacy Ambassador.

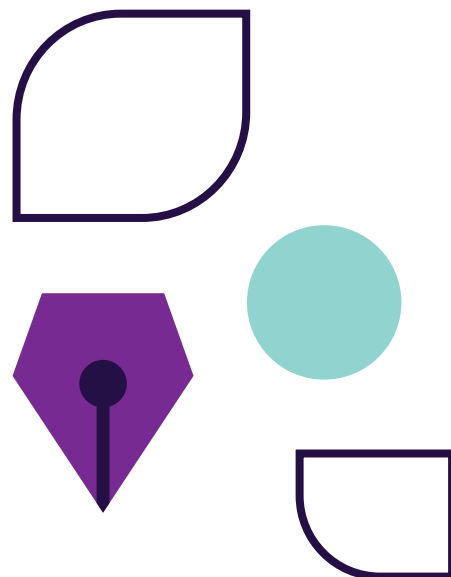
Following the success of this programme, NALA was proud to receive additional funding from SOLAS to deliver it in seven other prisons, Arbour Hill, Cork Prison, The Grove, Castlerea Prison, Dóchas Centre, Loughan House, Midlands Prison and Mountjoy Progression Unit. The programmes were delivered by a project team of three NALA staff members, one contracted facilitator and three NALA Student Ambassadors. The NALA Student Ambassadors played a vital role by speaking about their own experience of going back to education. This created a non-judgmental atmosphere for the participants to talk openly about their own experiences.

Organisations dealing with the public



“I learnt there is no barriers to learning, i.e. age or health, as there is support for all.”

Literacy Ambassador



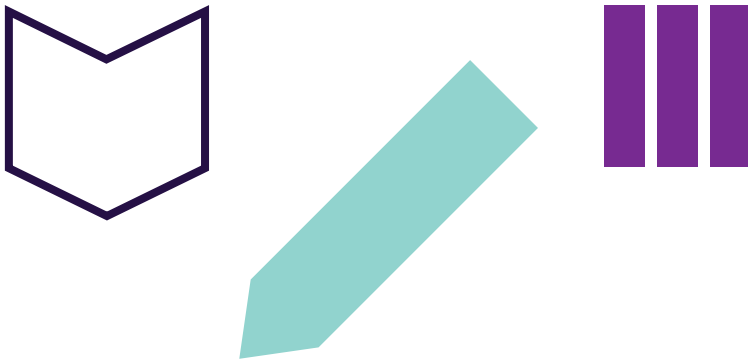
Certificate ceremonies were held following the programme to acknowledge the participants' achievement and encourage them in their role as Literacy Ambassadors. It also gave the Education Unit and prison an opportunity to acknowledge the effort people were making to help others. Most importantly, for participants who have had poor experiences of school receiving a certificate can be a very significant personal milestone.

Each programme included a review visit to assess the impact, discuss ideas the Ambassadors had for promoting literacy and explore if any further supports were needed. Reports were also produced for each Education Unit.

Several participants commented on the level of literacy needs in Ireland and learning about the statistics and the inputs from NALA Student Ambassadors which showed that people with unmet literacy needs are not alone: “[I learned] That I am not the only one who struggled in school as a child and that I related to the lads' story”.

Teachers commented on the positive, engaging atmosphere created during the programme: “The level of engagement with our students and the level of respect and kindness shown to them”.

The programme was delivered to **100** student participants and **11** teachers across the seven prisons and we would like to thank all participants and teachers who took part.



Our work in 2023

Plain English editing

This work makes information easier to understand and act on. We helped **75** organisations communicate more clearly with people accessing their services, including people who have literacy needs.

We did this by editing over **100** documents and texts using plain English guidelines. We worked with clients such as the Department of Social Protection, the Department of Education, Pobal, Tusla, the Health Service Executive (HSE), and others.

A highlight of our plain English editing work this year was our work with the Courts Service. We edited some of its material and gave feedback on parts of its website as part of its modernisation programme. We also secured the help of an adult literacy learner to provide feedback on core text on topics like debt. This collaboration was very insightful and valuable.

As Angela Denning, CEO of the Courts Service, stated, plain English lifts **"unseen barriers to access to justice."**

1,565



People received plain English training.

Plain English training

We train people who provide services to the public to clearly explain technical words, put their reader's needs first and deliver the best service they can. In 2023, we trained **1,565** staff from **100** organisations including the Department of the Environment, the National Transport Authority and the European Commission. Our workshops involve participants analysing and rewriting examples from their own websites and documents in line with plain English guidelines. For each session, we build a safe environment, so participants can share their thoughts about their organisation's work in a supportive space.

Our recommended training model is to deliver two 2 ½ hour sessions over two days with a task in between sessions for participants. We always tailor the workshops by meeting with clients to discuss their needs. We send a survey, some pre-reading and often a pre-session task to warm people up before the session. We delivered half-day sessions, full-day sessions, 2 ½ hour inputs, 1 hour inputs, and longer more extensive training to clients in a range of sectors, as it gives them time to absorb and practise the plain English guidelines.



"It was very helpful to have the course online as I could participate while working from home and there were no office distractions. It was a lot to take in so two sessions was ideal. The exercises were very helpful and useful to complete them in a group setting. The facilitator was excellent and approachable."

Plain English training participant

Organisations dealing with the public



Plain English Network

Our LinkedIn Plain English Network continued to grow and we now have over **400** members. This growing community of practice shares tips, resources and news on events promoting a culture of plain English across public, private and the voluntary and charity sectors.

Customer Communications Toolkit

NALA was centrally involved in the development of a new 'Customer Communications Toolkit for Services to the Public', which was launched in March 2023 by the National Disability Authority and the Department for Public Expenditure, National Development Plan Delivery and Reform.

The Communications Toolkit was originally for public servants. This new version applies to anyone who provides services to the public. It features NALA material and tips on plain English.

Speaking at the toolkit's launch, our CEO, Colleen Dube, emphasised its value to all writers and also reflected on how the toolkit can support inclusion, which is a key aim of several government strategies.



"...this toolkit is...coming at a very timely moment as government rolls out several strategies, including the Adult Literacy for Life Strategy...to ensure that there's active engagement and inclusion of everyone."

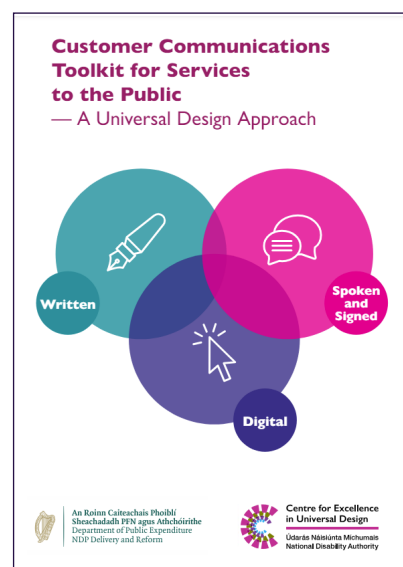
Colleen Dube, NALA CEO

Organisations dealing with the public

Throughout 2023 and beyond, we have promoted the toolkit in our advocacy work. For example, we made a submission to the Department of Social Protection about its Pathways to Work strategy just three days after the launch of the new toolkit. In that submission we recommended that the Department use the toolkit in three specific ways to:

1. further develop their online services on JobsIreland.ie and MyWelfare.ie;
2. design and implement a communications plan for Intreo; and
3. promote literacy awareness among staff through training.

Since then, we have referred to the toolkit in policy submissions on diverse areas such as consumer protection, digital inclusion and European Union (EU) pharmaceutical legislation. This toolkit has helped us to show policymakers what inclusive communications look like in practice. We continue to advocate for clear communications to be standard practice in all organisations which provide services to the public.



Organisations dealing with the public

ISO Standard for plain language

We were also pleased to have given feedback on drafts of the first International Organization for Standardization (ISO) 24495-1, Plain language – Part 1: Governing principles and guidelines. Published in Summer 2023, the ISO standard asks authors to think about the literacy levels of readers when creating and shaping content.

We have updated our own resources to help clients using some of the guidance in this voluntary standard. For example, we have revised our definition of plain English to align with the ISO definition. Now we say that a communication is in plain English "if its wording, structure, and design are so clear that the intended readers can easily find what they need, understand what they find, and use that information" (Source: **The International Plain Language Federation**).

Building and sharing plain English expertise

To increase our own knowledge and expertise, we took part in a summer school on design principles run by the Simplification Centre in the UK. This summer school was invaluable in showing us the need to focus more on design and plain language when creating and presenting information. It also showed us the need to collaborate more with others involved in information design and testing, particularly designers and information users.

To upskill further, two of our staff were enrolled on online plain English training. With funding from the Adult Literacy for Life Strategy, one is enrolled on the Simon Fraser University Plain Language Certificate Course in Canada and the other is enrolled on the UK Diploma Course in plain English.

Organisations dealing with the public

ALL Collaboration and Innovation Fund projects

The Adult Literacy for Life (ALL) Collaboration and Innovation Fund, launched by the Adult Literacy for Life National Programme Offices, supports projects and activities that enable adults to gain the necessary literacy, numeracy and digital literacy to fully engage in society and realise their potential. It can also be used to help organisations and services to be literacy friendly and fully accessible to adults with unmet needs.

We collaborated with the following organisations on **four** 2023 ALL Collaboration and Innovation Fund projects:

1. Dublin City Libraries and City of Dublin Education and Training Board (CDETb)
2. 80:20 Education and Acting for a Better World, Bray Adult Learning Centre, and Kildare and Wicklow ETB, Bray Area Partnership
3. The Wheel
4. University College Cork and Cork ETB

NALA helped promote the University College Cork and Cork ETB 'Numeracy Meets' project and were actively involved in the following three projects.



Organisations dealing with the public

25



Dublin City Libraries staff took part in the champions project.

ALL project: Library Literacy Champions

This project was a collaboration with Dublin City Libraries, City of Dublin Education and Training Board (ETB) and NALA. It aimed to develop Library Literacy Champions among staff in Dublin City Libraries.

Through training and workshops, staff:

- were made aware of unmet literacy needs in adults;
- learned how to promote literacy friendly approaches in public libraries; and
- learned how to offer limited literacy support where appropriate.

NALA facilitated eight workshops between September and December 2023 which took place either online or in the Dublin City Library and Archive. **25** Dublin City Libraries staff members participated in the project.



“Very worthwhile course and I’m very glad I did it. I can already see myself using the concepts behind in my everyday work and I know there are lots of things I can work on in the future.”

Library Literacy Champion participant

Organisations dealing with the public

Library staff increased their awareness of services available for people with unmet literacy needs and enhanced their engagement and co-operation with Adult Literacy Officers in City of Dublin (ETB).

This project also developed a video promoting library resources and a checklist of available literacy supports and services provided by all branch libraries.



NALA's Claire O'Riordan (third from the left) and the Library in the Community team with colleagues from Dublin City Libraries accept their Library Literacy Champion certificates from the Lord Mayor of Dublin Daithí de Róiste

187



Educators took part in the 'Questions Matter' project.

ALL project: 'Questions Matter' digital media literacy project

80:20 Educating and Acting for a Better World is an Irish charity which promotes popular education on human development and human rights. We share a belief with 80:20 that empowering adult literacy and education tutors to support adult learners to discuss key issues in the community, such as poverty, migration, active citizenship, and community development, is needed in an increasingly divided world.

80:20 collaborated with Bray Adult Learning Centre, Kildare and Wicklow ETB, Bray Area Partnership and NALA to create a microlearning course for tutors. The course aimed to challenge the spread of misinformation by promoting critical media literacy and building the knowledge, capacity, and confidence of adult literacy tutors to embed active citizenship through education.



"It raised some questions that I might not otherwise have asked about digital content, it has definitely made me more aware of questioning the authenticity of what I see or read online. I will definitely be sharing with my learners."

Questions Matter course participant

187 educators working with a range of participants took part in this project between August and December 2023. It included workshops, a 10-day microlearning text messaging course and a half-day conference. The project also culminated in the development and publication **2,000** copies of a 56 page learner magazine 'Questions Matter'.

Organisations dealing with the public

132



Staff and volunteers
received received
training.

ALL project: A 'Literacy Friendly' sector

The Wheel is Ireland's association of community and voluntary organisations, charities and social enterprises. The Wheel collaborated with NALA to raise awareness about adult literacy, numeracy and digital literacy needs in the voluntary and community sector, to promote literacy friendly approaches and to highlight the literacy supports available. We did literacy awareness and literacy friendly training to **132** workers and volunteers in the community and voluntary sector.



"It was a fantastic workshop with plenty of examples and opportunities for everyone to share their ideas. It felt very non-judgmental as everyone is learning how they can help."

Literacy friendly workshop participant

The training part of the project began with four Plain English webinars between September and October 2023 that were attended by **47** participants. Three in-person workshops took place in November in Dublin, Cork, and Athlone which were attended by **36** community and voluntary sector staff. These workshops were also attended by Regional Literacy Coordinators in the locality. Plain English training sessions taught participants how to write and present information using plain English guidelines and improve the language, structure and design of their documents. The in-person workshops allowed participants to explore and share literacy friendly practices and to discuss how they can promote literacy friendly approaches within their organisations.

We also collaborated on a research study which surveyed volunteers and staff in the community and voluntary sector on the level and nature of unmet literacy, numeracy, and digital literacy needs in the sector. The findings will be published in 2024.

Organisations dealing with the public



Literacy awareness training for public, local government, legal and education sectors

Throughout the year we provided training to **914** people working or studying in public, local government, primary, secondary and higher education sectors.

This training aimed to raise awareness on how organisations can provide services that are fully accessible to people with unmet literacy, numeracy and digital literacy needs. Each training session concludes with participants agreeing to implement 'one small change' to make their organisation more accessible to individuals with literacy needs.

Literacy development and outreach work

Our objective in 2023 was to increase our network and links with organisations who support people in the **12** priority groups named in the Adult Literacy for Life strategy. We aimed to increase our partnerships with community and voluntary organisations and better support them through awareness raising and training.

Our work has led to a better and deeper understanding of the needs of the following **5** target groups of the ALL Strategy to inform our future work:

1. People in prison and people who have been in prison;
2. Members of the Traveller Community;
3. Migrants;
4. People who use drugs or are in recovery from addiction; and
5. International Protection Applicants.

214 

People attended the 'Literacy Opens Doors' webinars.

Literacy awareness events for the community and voluntary sector

We held **7** online events across 2023 for community and voluntary organisations. These were in addition to our project with The Wheel to provide training to the sector.

We were delighted to work with organisations such as Mental Health Ireland and Pavee Point Traveller and Roma Centre to deliver **3** online events attended by **207** people. These covered practical tips on becoming literacy friendly and plain English.

We also held our first annual four-part 'Literacy Opens Doors' webinars series, attended by **214** people. The free webinar series covered the following topics:

1. Raising literacy awareness with people working with marginalised communities
2. Using a literacy friendly approach in practice
3. Making health literacy everyone's business
4. Introduction to plain English – Top tips for clear communication

We provided tailored literacy awareness training to several organisations including the Irish Penal Reform Trust, Pieta House and Southside Partnership attended by **52** people.

We held two in-person literacy awareness workshops with a group in RADE - Recovery in Art and Drama Education. This showed the potential for a Literacy Ambassador Programme, similar to the one we did in prisons, to be applied in community group settings.

Organisations dealing with the public

Engagement with the Traveller Community

We had direct contact with the following **11** Traveller organisations in 2023:

1. Business in the Community Traveller employment project
2. Ceart, Wicklow Travellers' Group
3. Coolock Darndale literacy funding ALL Traveller project
4. Donegal Travellers Project
5. Irish Traveller Movement
6. Kildare Traveller Action
7. Offaly Traveller Movement
8. Pavee Point Traveller and Roma Centre
9. Sligo Travellers Support Group
10. Traveller Justice Initiative
11. Tallaght Traveller Project

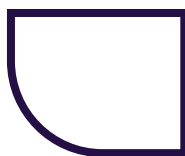
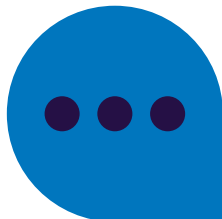
The purpose of contacting each organisation was to find out more about their education priorities and to make sure they know how people with unmet literacy, numeracy and digital literacy needs can improve their skills. We also sent each organisation information about NALA resources that might be useful for their work.

Other outcomes of this work in 2023 were:

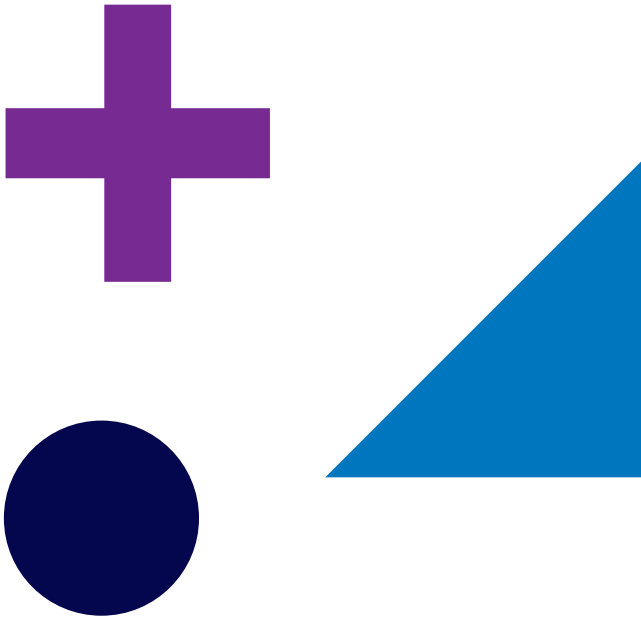
- Kildare Traveller Action completed training with NALA on using the Learn with NALA website.
- A speaker from Offaly Traveller Movement joined NALA on a webinar to discuss ways to reach and engage with marginalised groups.

4. Policy makers and the public

We worked with government departments, organisations, tutors, learners, media and the public to raise awareness of, and develop appropriate responses for, unmet literacy, numeracy and digital literacy needs.



Students and staff from the Adult Literacy for Life Programme Office and NALA at the National Ploughing Championships



Highlight: Policy impact in financial literacy

In December 2022, NALA published a research report on 'Financial Literacy in Ireland' which recommended that policy makers should:



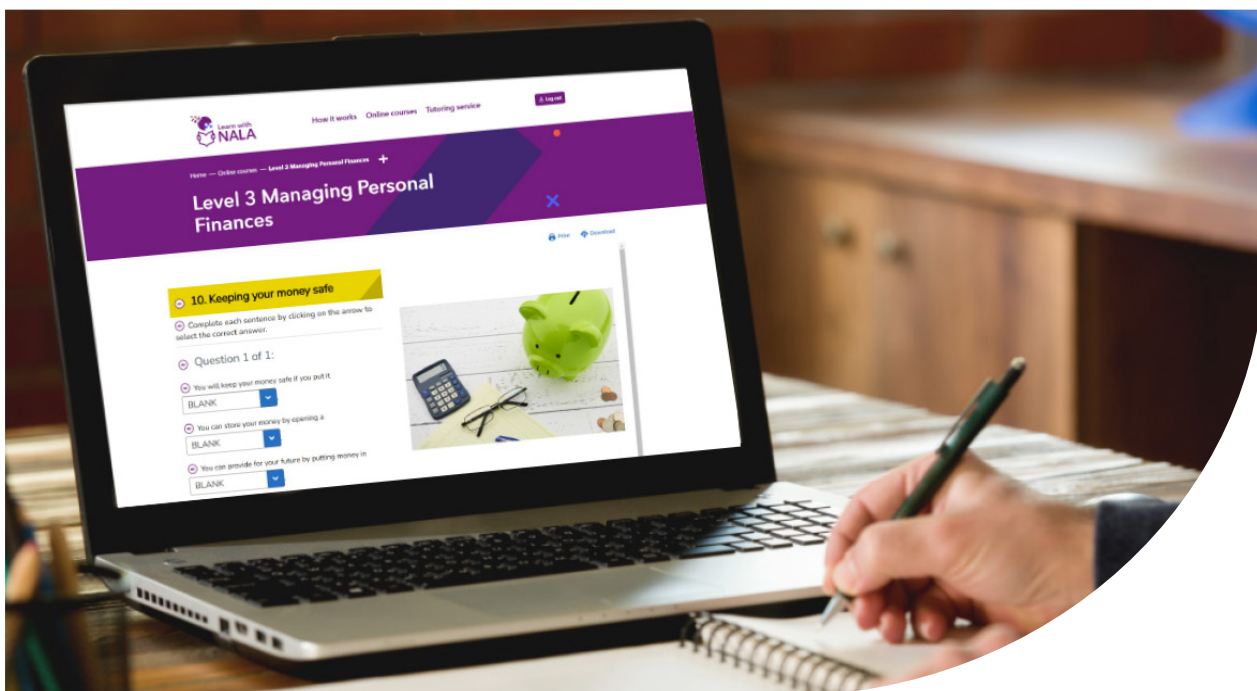
"...implement a cross-sectoral and departmental financial literacy strategy led by the Department of Finance, with stakeholder engagement."

Financial Literacy in Ireland report

Throughout the year we engaged with financial institutions and other relevant organisations to advance the recommendations in the report.

Following Minister for Finance Michael McGrath's announcement of the development of Ireland's first Financial Literacy Strategy, we actively engaged in the consultation process.

Policy makers and the public



In August 2023, we made a submission that argued for:

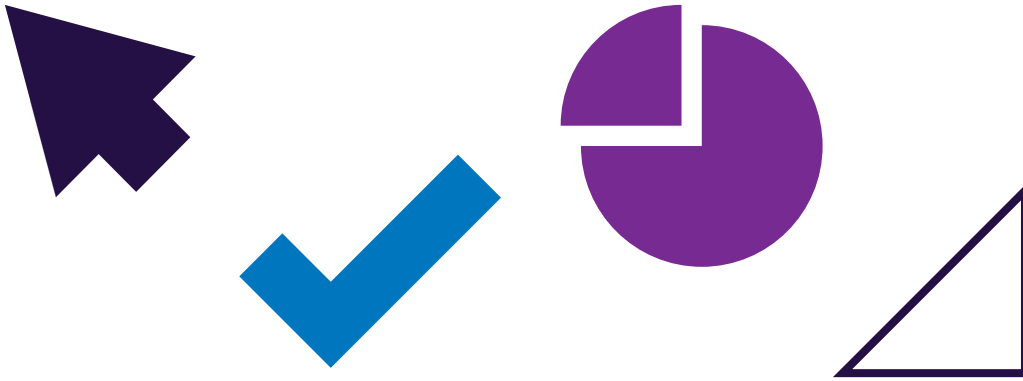
- lifelong financial literacy education;
- adopting the Organisation for Economic Co-operation and Development (OECD's) financial competence framework for adults;
- alignment with the Adult Literacy for Life (ALL) strategy; and
- more collaboration between financial education stakeholders in Ireland.

We also outlined the content of our level 3 Managing Personal Finances eLearning course that was launched in February 2023.

Our CEO also took part in the Financial Literacy Strategy consultation event in November 2023.

This example shows how research, relationship-building and raising awareness come together in NALA's policy work to effect change.

We expect that the Financial Literacy Strategy will be launched in 2024.



Our work in 2023

Adult Literacy for Life Strategy

In 2023, we continued to support the development of Adult Literacy for Life: A 10-Year Adult Literacy, Numeracy, and Digital Literacy Strategy. We met with and communicated with Simon Harris, then Minister for Further and Higher Education, Research, Innovation and Science who tasked SOLAS, the Further Education and Training Authority, with implementing the ALL strategy.

We also took part in the ALL Strategy Implementation Group meetings, provided training to Regional Literacy Co-ordinators, attended the first meeting of the National Literacy Coalition and had ongoing communication with the National Programme Office on the implementation of the ALL strategy.

Policy submissions

We made **22** policy submissions to Irish government departments, state agencies, and Oireachtas committees, as well as international bodies, to advocate for individuals with literacy, numeracy and digital literacy needs.

In all these submissions, we made the case that everyone should be enabled to have the literacy, numeracy and digital literacy skills they need to participate fully in society, and that barriers to the full participation of people with these needs should be removed.

As well as making written submissions, we also advocated for people with literacy, numeracy and digital skills needs at meetings and events.

22



Policy submissions
were made during the
year.

Our 2023 policy submissions contributed to the following:

1. Census 2027
2. Department of Further and Higher Education, Research, Innovation and Science's Statement of Strategy
3. Department of Social Protection's Statement of Strategy
4. European Union (EU) general pharmaceuticals legislation
5. European Year of Skills (case study)
6. Ireland's Voluntary National Review of the United Nations' (UN) Sustainable Development Goals
7. Ireland's Digital Inclusion Roadmap
8. Mid-term review of the National Pathways to Work strategy
9. Mid-term review of the National Further Education and Training Strategy
10. National Financial Literacy Strategy
11. National Migrant Integration Strategy
12. National Literacy, Numeracy and Digital Literacy Strategy (for children)
13. National Strategic Framework for Lifelong Guidance (meaning career guidance)
14. National Traveller and Roma Education Strategy
15. Oireachtas committee discussion on the future of Science, Technology, Engineering and Maths (STEM) in Irish education
16. Open Government National Action Plan
17. Policy for Patient Voice Partners in the Irish Health and Social Care Sector
18. Quality and Qualifications Ireland (QQI) awards standards
19. QQI's Quality Assurance Guidelines for Providers of Programmes Supported by Digital Education
20. Review of the national Consumer Protection Code
21. Review of the Education for Persons with Special Educational Needs (EPSEN) Act
22. Redevelopment of Education and Skills Online (a self-assessment tool run by the Organisation for Economic Co-operation and Development (OECD))

Research

Since we were established, we have used research to provide evidence-based solutions to the adult literacy issue and to inform our policy proposals and advice to organisations. The connection between research and policy was reinforced by the appointment of a joint Research and Policy Officer in August 2023.

Our research projects in 2023 included:

- research into the impact of Learn with NALA, who is using the service and how it could potentially be improved;
- a joint research project with The Wheel, funded by the Adult Literacy for Life (ALL) Collaboration and Innovation Fund, looking at literacy, numeracy and digital literacy needs and barriers in the community and voluntary sector (see page 49 for reference);
- evaluation of the expanded Literacy Ambassadors programme in Irish prisons (see pages 38 - 39 for reference); and
- analysis of learner feedback provided through the Student Development Fund programme (see pages 22 - 23 for reference).

We also conducted a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis among our staff, to inform our new Strategic Plan.

81



Media pieces mentioned NALA during the year.

Awareness raising

We raised awareness of literacy, numeracy and digital literacy in Ireland through traditional and digital marketing tactics.

Media

We achieved over **81** mentions of NALA and our literacy work in the media with an estimated value of over €500,000 in advertising. These included stories such as:

- Finn Valley Voice: Donegal Sports Stars Pledge to 'Squeeze in a Read'.
- Irish Times: Financial literacy should be taught in schools to give everyone the skills to succeed in life.
- Irish Times: Prisoner literacy: 'When you pick up a book you're not thinking of being locked in the cell'.
- Kildare FM: Launch of Adult Literacy for Life Collaboration and Innovation Fund.
- RTÉ Radio One Drivetime: Literacy later in life .
- Northern Standard: An Post initiative to address reading and writing issues among adults and children.
- Limerick Leader: Learners from Limerick Youth Service attend NALA graduation event at the Aviva Stadium.
- Dublin City FM: Benefits of reading.
- European Union Year of Skills: Empowering Lives: Linda's Journey with the National Adult Literacy Agency in Ireland.

970,700

Impressions from our
social media posts.

Digital marketing

In 2023, we consolidated and refined our digital marketing strategy to raise awareness of adult literacy services and our work.

Social media channels

On average we published posts **3** times a day on Facebook, Instagram, LinkedIn and X/Twitter with **4,411** posts published in the year. We worked to create engaging and relatable content online using photos, graphics and videos to promote adult literacy services, NALA professional development events and teaching resources. These included more stories from learners about the benefits of returning to education and how it had changed their lives.

In October, with the hiring of our Digital Marketing Officer, we made the following improvements which will be built on in 2024.

- We started using Instagram Stories as part of our daily social media activity, to increase opportunities to be seen on Instagram by our followers.
- We started publishing video posts about Learn with NALA courses.
- We modified and improved our social media calendar, for more targeted social media activity by type of content and audience.
- We scheduled posts based on users' presence and activity on our channels.
- We applied and were granted a free Canva Pro charity licence, allowing us to improve the style and design of our social media.

As a result, our social media posts achieved **910,700** impressions (the number of times they were displayed on a screen) in 2023. The videos on our YouTube channel received **57,254** views during the year.

41,054

Website clicks on our paid social media campaigns.

Paid online campaigns

We ran the following paid online campaigns to raise awareness of adult literacy issues, services, supports and resources:

- Learn through sport - promoting the 'LEGENDS' book and workbook;
- Learn with NALA online using learnwithnala.ie and over the phone with the Tutoring Service;
- Professional development courses on learnwithnala.ie covering literacy awareness, preparing learning materials and integrating literacy; and
- General learning options promoting the NALA Freephone number and local Education and Training Boards (ETBs).

In total these campaigns resulted in:

- **41,054** clicks to either the **nala.ie** or **learnwithnala.ie** websites;
- **9,575,574** impressions;
- **827** Facebook leads;
- **413** Learn with NALA course sign ups; and
- **7,190** copies of the 'LEGENDS' book and workbook ordered and distributed.

Websites

In 2023, our websites recorded:

- **94,969** total users on **nala.ie** with **349,484** total page views;
- **32,802** total users on **learnwithnala.ie** with **407,508** total page views;
- **66,956** total users on **helpmykidlearn.ie** with **131,831** total page views; and
- **216** total users on **skillscheck.nala.ie** with **950** total page views.



The National Ploughing Championships

We were delighted to be back at the National Ploughing Championships this year in collaboration with the Adult Literacy for Life (ALL) Programme Office, based in SOLAS. It was a sell-out show with **200,550** people attending the event over three days in Ratheniska, County Laois.

The purpose of our presence was to raise awareness of literacy and literacy services with members of the public attending the event.

Five NALA staff and **4** students worked at the stand over the course of the 3 days meeting the public, answering questions and distributing a range of information and merchandise such as NALA branded tote bags, pens and leaflets to anyone interested in literacy services and supports.

Over **580** conversations took place with members of the public. Feedback from NALA staff and the ALL Programme Office staff who attended was positive. Most noted the event as a useful way to raise awareness of NALA, Education and Training Board (ETB) services and the aims of the ALL strategy.

Policy makers and the public

Post Offices campaign

An Post, NALA and the Adult Literacy for Life (ALL) Programme Office collaborated on having a physical presence in a selection of **29** Post Offices throughout the country on 7 and 8 September 2023.

This presence coincided with the launch of An Post's 'Unlocking Life' campaign on 7 September and International Literacy Day on 8 September.



Students with NALA staff and Minister Simon Harris at the GPO (General Post Office)



Policy makers and the public

The purpose of the presence and the campaign was to:

- raise awareness of NALA's and local Education and Training Board (ETB) literacy services and supports throughout Ireland;
- promote the aims of the Adult Literacy for Life (ALL) strategy;
- align with International Literacy Day which took place on 8 September 2023 and An Post's 'Unlocking Life' campaign;
- use the opportunity to engage with An Post customers to inform them of NALA and local literacy services and supports; and
- engage with An Post and the post offices to strengthen our relationship and partnership with the brand.

Thirty-six people who took part over the two days included:

- **7** NALA Staff
- **13** NALA Members
- **16** Regional Literacy Co-ordinators and ETB staff

An Post printed and distributed a range of NALA posters and promotional material to the selected post offices around the country including NALA branded pull up banners and leaflets. The ALL Office also arranged for distribution of their own material to the staff in the Post offices.

In total:

- the teams had conversations and engaged with over **1,300** people; and
- gave out over **800** leaflets with information on education services.

An Post 'Unlocking Life' campaign

We partnered with An Post on their Unlocking Life campaign in September. The campaign aimed to raise awareness of unmet reading and writing needs among adults and children and to support the work of organisations dedicated to addressing the challenge. The national media campaign included radio, television and online ads, of which a certain number referred to the Learn with NALA Freephone number **learnwithnala.ie** website. The campaign complemented the Adult Literacy for Life and NALA awareness campaigns that also ran during the month.

The total number of phone calls to the NALA freephone line during the month of September was **457**, almost double the number of calls in the months of August or October. A high number of these calls can be deemed to be a result of the Unlocking Life campaign. This also resulted in **188** referrals to literacy services.



From left to right are Colleen Dube (NALA), June Tinsley (Business in the Community Ireland), Minister Simon Harris and Debbie Byrne (An Post) at the 'Unlocking Life' launch

An overview of our structure and funding

NALA is a registered company with limited and charitable status.

We are a membership organisation governed by a Constitution consisting of a Memorandum and Articles of Association. We comply with the requirements of the Charities Regulatory Authority and the Charities Governance Code. At our Annual General Meeting (AGM), members elect a **Board**, which makes sure our aims are put into practice.

We receive a grant of over two million euro from SOLAS, the further education and training authority in Ireland, which enables us to staff a national office in Dublin and carry out **our work at NALA**. We also receive funding from the European Union, our Plain English Service, membership fees and the private sector.

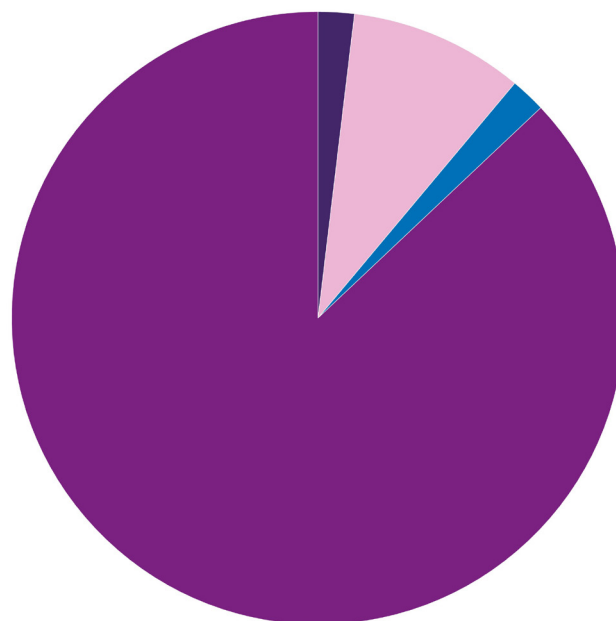
Strengthening our effectiveness as an organisation

Our work in 2023

A Membership organisation

Our Members are individuals and organisations interested and involved in adult literacy. In 2023, we had **2,315** members and the income from membership fees was **€12,853**. During the year members availed of benefits including access to Learn with NALA, NALA's ezine, NALA's 'Literacy Matters' magazine and discounts for using NALA's Plain English Service.

NALA membership in 2023:



● **87%** Free Members (2,015)

● **9%** Small Organisation Members (213)

● **2%** Large Organisation Members (44)

● **2%** Individual Members (43)

Strengthening our effectiveness as an organisation



Our members include:

Individual and free members:

- adult literacy students
- members of the public who are interested in literacy and numeracy
- tutors
- people working in education

Small organisations members:

- adult literacy centres
- disability support organisations
- National Learning Networks
- prison, probation or Garda projects
- schools and community training centres
- Traveller organisations
- Youthreach centres

Large organisation members:

- county libraries
- Education and Training Boards (ETBs)
- education-related national organisations
- non-governmental organisations (NGOs)
- organisations that are engaged in work with NALA through the Plain English Service, Literacy Awareness Training and solidarity work in the community and voluntary sector

Strengthening our effectiveness as an organisation

Board

At our Annual General Meeting (AGM) on 13 May 2023, three Directors were re-elected and one new Director was elected to our Board that oversaw our work during the year. All Directors of the Board give their time voluntarily and receive no financial benefits from the charity.

In 2023, NALA's Board had **14** Directors who met six times during the year and were responsible for our strategic direction and policy.

A document setting out the functions and duties of the NALA Board and its Officers was distributed to the new member of the Board, along with the Constitution and the latest financial statements.

In June 2023, the new Board Director attended an induction session to familiarise themselves with the charity and the context within which it operates. Directors availed of training related to their duties on the Board and the subcommittees.

The Board also has the following four subcommittees, each with their own terms of reference and programme of work:

1. Audit, Risk and Finance subcommittee - met five times
2. Literacy, Staff Policies and Governance subcommittee - met three times
3. Student subcommittee - met six times
4. Education, Training and Assessment subcommittee - met three times

Strengthening our effectiveness as an organisation

During 2023, NALA completed a review of its compliance with the Charities Regulatory Authority (CRA) Governance Code in accordance with the relevant CRA guidelines and templates and was fully compliant with all requirements of the CRA Governance Code at the 31 October 2023 filing. NALA's Internal Financial Controls document was reviewed and updated during 2023 and our financial systems, processes and controls remain compliant with the CRA Internal Financial Controls Guidelines for Charities document.

The minutes of the 2023 Board meetings are available on **NALA's website nala.ie**.

NALA - a learning organisation

In 2023, NALA further developed the attributes and embedded the culture of a learning and development based organisation.

Key outcomes included:

- holding regular Staff Committee meetings to propose ongoing actions, enhancements, and social and team development activities;
- considering and agreeing concrete actions to articulate and embed values of respect, fairness, trust and transparency in NALA's internal operations;
- identifying team and individual training needs and implementing a programme of compliance, health and safety, and developmental training; and
- the introduction of an Employee Assistance Programme to support our staff when they need it.

Strengthening our effectiveness as an organisation

1,014

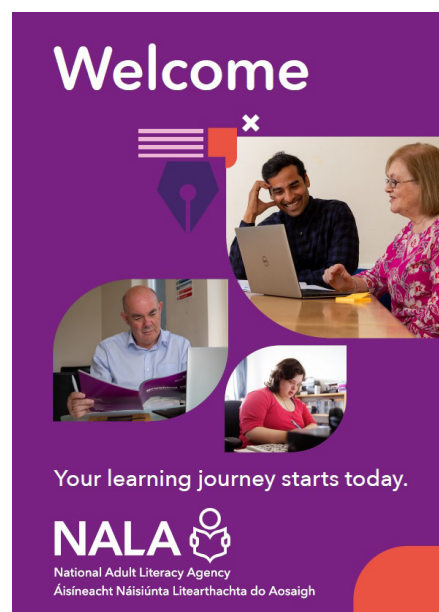


Callers were referred to educational opportunities.

Administration and support staff

In 2023, the administration and support staff:

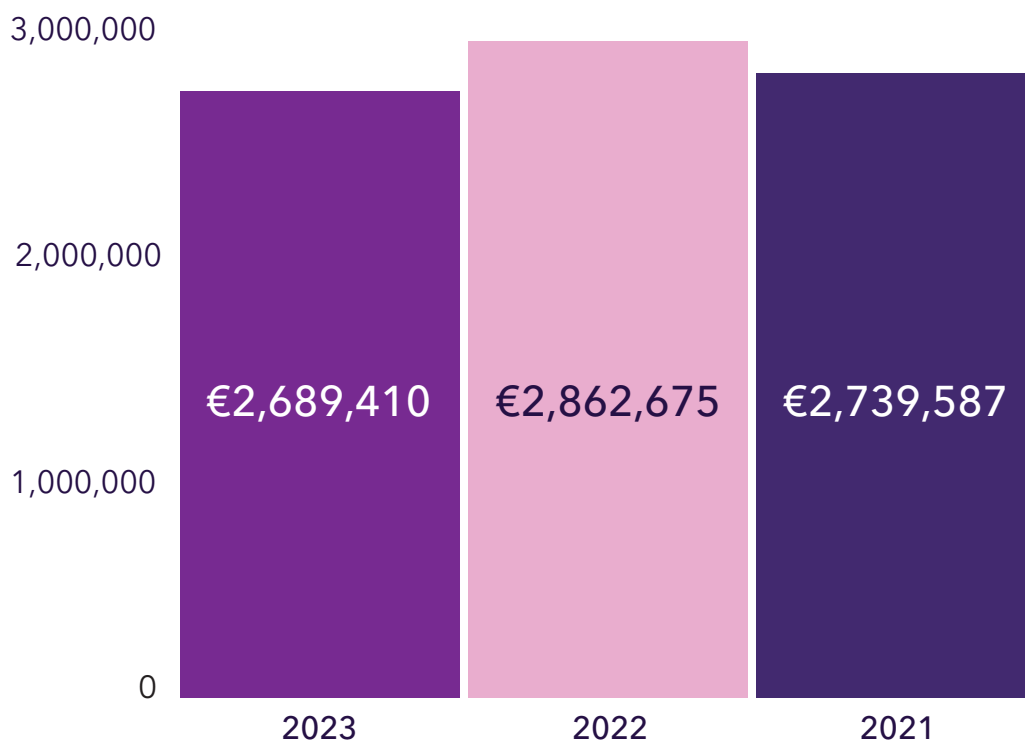
- handled **6,625** calls, referring **1,014** callers to educational opportunities,
- sent out **905** information packs;
- provided technical support to learners and centres using the Learn with NALA eLearning website;
- provided support on webinars, online events, finance, plain English and membership;
- managed recruitment campaigns for **5** new positions, and **3** temporary positions; and
- managed operations and resources to facilitate staff working both in-house and transitioning to hybrid arrangements.



Welcome Pack posted to callers with learning options

Strengthening our effectiveness as an organisation

Income 2023



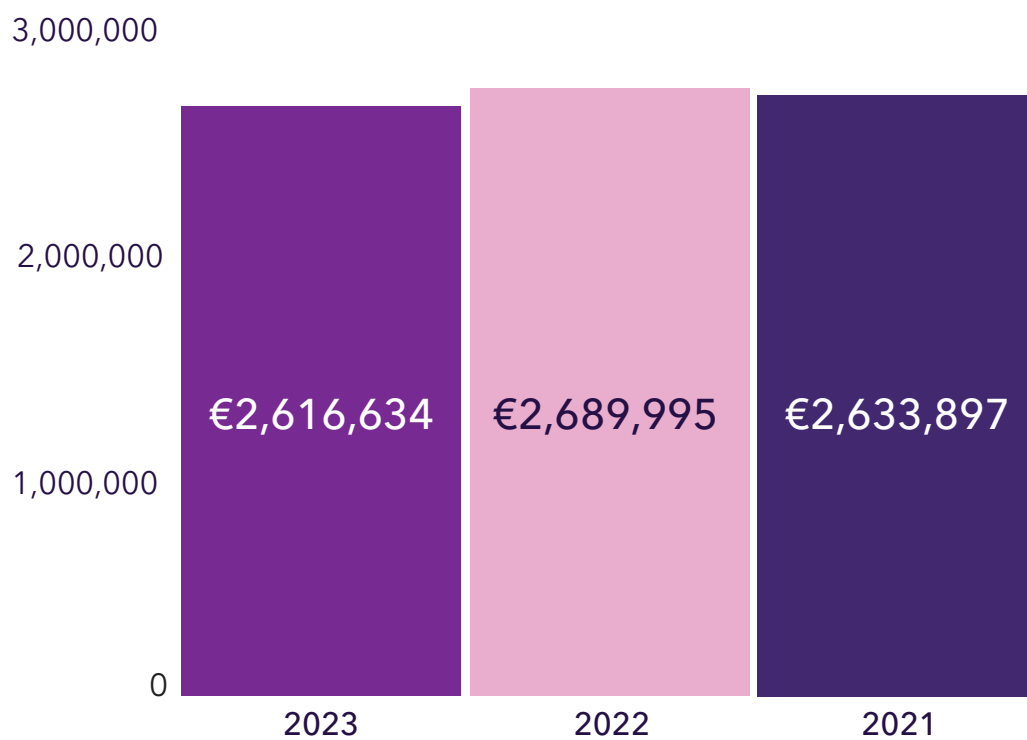
● Income 2023 - **€2,689,410**

● Income 2022 - **€2,862,675**

● Income 2021 - **€2,739,587**

Strengthening our effectiveness as an organisation

Expenditure 2023



- Expenditure 2023 - **€2,616,634**
- Expenditure 2022 - **€2,689,995**
- Expenditure 2021 - **€2,633,897**

Financial statements

Company Registration No. 342807 (Republic of Ireland)

CRA No. 20020965

CHY No. 8506

National Adult Literacy Agency

(A company limited by guarantee)

Financial statements for the year ended 31 December 2023

National Adult Literacy Agency
(A company limited by guarantee)

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National Adult Literacy Agency
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Directors and other information

Directors/Trustees Aoife Foley
Catherine Devlin
Ciarán Casey
Eleanor Neff
Elma Teahan
Frances Ward
Margaret Kelly
Maria O’Gorman
Maurice Sammon
Patricia Ayton
Patricia Nolan
Paula Tiller (appointed 13 May 2023)
Tom O’Mara
Tracey Reilly

Secretary Patricia Ayton

Company Number 342807

Charity Number 8506

CRA Number 20020965

**Registered office
and business
address** Sandford Lodge
Sandford Close
Ranelagh
Dublin 6
D06 YF65

Auditors Mazars
Chartered Accountants &
Statutory Audit Firm
Harcourt Centre
Block 3,
Harcourt Road, Dublin 2
D02 A339

Bankers A.I.B
Capel Street
Dublin 1
D01 VW89

Solicitors Mason Hayes & Curran
South Bank House
Barrow Street, Dublin 4
D04 TR29

National Adult Literacy Agency
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Directors' Report
To the members of National Adult Literacy Agency

The Directors present the audited financial statements of National Adult Literacy Agency for the year ended 31 December 2023.

Objectives and activities

The National Adult Literacy Agency (NALA) is committed to making sure people with unmet literacy, numeracy and digital literacy needs can fully take part in society and have access to learning opportunities that meet their needs.

The vision for our 2020 - 2022 Strategic Plan is an Ireland where

- adult literacy is a human right,
- everyone can develop their literacy, numeracy, and digital skills, and
- individuals can take part fully in society.

This vision informs the Strategic Plan's objectives and actions. It also informs the collaborative approach that we take to our work.

Following a mid-term review of the 2020 - 2022 Strategic Plan, NALA's Board agreed a Strategic Statement for 2022 - 2023 with the following four objectives:

1. To support the implementation of the Further Education and Training (FET) and the Adult Literacy for Life (ALL) strategies through continued advocacy, the development / delivery of resources and services to address gaps, and collaboration with policy makers, partners, practitioners and learners.
2. To undertake and promote research and share best practice on literacy with policy makers, partners, practitioners and learners.
3. To support organisations and society to be more aware of literacy inequalities and to deliver literacy friendly services.
4. To continuously enhance and evolve NALA's people and processes to deliver on NALA's mission, vision, purpose and objectives.

Achievements and performance in 2023

Throughout 2023, we implemented an ambitious work plan of supporting projects with success indicators to advance our four core objectives.

In most cases, NALA achieved or exceeded its targets for the year. In the limited number of instances where targets were not achieved the reasons are stated in **bold** in the key outcome(s) column in the table below.

Further detail of NALA's 2023 activity and impact can be found:

- in the End of Year Report that NALA submits to SOLAS,
- in NALA's Annual Report and
- on NALA's website, **www.nala.ie**.

Objective 1: To support the implementation of the Further Education and Training (FET) and the Adult Literacy for Life (ALL) strategies through continued advocacy, the development / delivery of resources and services to address gaps, and collaboration with policy makers, partners, practitioners and learners.

Advocacy and policy	
Supporting Projects	Key Outcome(s)
Literacy Related Policy Submissions	21 submissions (Target: 5).
ALL Strategy and FET Strategy Implementation	<p>2 NALA staff were seconded to the ALL Programme Office in SOLAS to support the ALL Strategy's Implementation.</p> <p>Collaboration on four ALL Strategy Collaboration and Innovation Funded Projects that were led by Dublin City Libraries, The Wheel, University College Cork and 80:20.</p> <p>Additional funding to support a Prison Literacy Programme, plain English training and Freephone administration.</p>

National Adult Literacy Agency
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Advocacy and policy	
Supporting Project	Key Outcome(s)
ALL Strategy and FET Strategy Implementation	Attendance at 3 ALL Strategy Implementation Group Meetings, inaugural National Literacy Coalition and 4 FET Active Inclusion Advisory Group meetings.
Key Stakeholder Outreach, Engagement and Partnerships	<p>1 meeting with FET Director Active Inclusion Group.</p> <p>2 meetings with Education and Training Boards Ireland (ETBI).</p> <p>Attendance at Adult Literacy Organisers Association conference.</p> <p>2 meetings with South East Technological University's Literacy Development Centre.</p> <p>Partnership with ETBI, ALL Office and An Post for the Unlocking Life promotional campaign which included information stands in 33 post offices throughout Ireland.</p>

Services and Resources for Learners

NALA provides direct support to adult literacy, numeracy and digital literacy learners through its Learn with NALA service. Learners who engage with Learn with NALA have the option of 1:1 over-the-phone tutoring support with a dedicated Adult Literacy Educator or self-directed / blended online learning through our **eLearning platform**. Both offerings are supported by the Learn with NALA Freephone helpline.

Learn with NALA Learners can avail of the following literacy, numeracy and digital literacy programmes:

- Customised unaccredited programmes through our Tutoring Service.
- Standardised unaccredited programmes through our online learning platform at level 1 (12 courses) and preparing for level 3 (7 courses).
- Standardised QQI accredited programmes through our online learning platform at level 2 (12 courses) and 3 (11 courses). Learn with NALA is currently the largest provider of online accreditation at QQI Levels 2 and 3.

Supporting Project	Key Outcome(s)
Freephone, referral management and evaluation	<p>1,014 incoming calls, texts and emails (Target: 1,000).</p> <p>675 referrals to ETBs (Target: 500).</p> <p>1 new Freephone Direct Referral Protocol agreed with Kerry Education and Training Board. (Target: Pilot a new direct referral protocol with three ETBs).</p> <p>NALA has had sustained communications with ETBI, ETB personnel and the ALL Programme Office to progress the roll out of the protocol in the remaining ETBs.</p> <p>905 information packs were sent (Target: 300).</p> <p>New dedicated Learn with NALA Freephone number implemented.</p>

Services and Resources for Learners	
Supporting Project	Key Outcome(s)
Tutoring service delivery	<p>538 phone learners (Target: 400).</p> <p>3,114 learning sessions (Target: 3,500).</p> <p>173 learners referred to ETBs (Target: 80).</p> <p>46 referrals to Adult Education Guidance (Target: 40).</p> <p>27 online group sessions across three themes (Target: 5).</p> <p>Our 1:1 learning session targets for 2023 were not met but many learners who contacted our helpline were directly supported by our Learn with NALA Support Officers and did not require onward referrals to our Adult Literacy Educators for sessions. There were 2,796 Learn with NALA support calls in 2023, 1,335 incoming and 1,461 outgoing.</p>
Direct learner support	<p>4,062 active learners (Target: 2,300). 2,856 were working directly with NALA (target 1,200) and 1,206 (Target 1,100) were working in a blended learning context in a registered Learn with NALA centre in an ETB or community education setting.</p> <p>2,933 Quality and Qualifications Ireland (QQI) certificates for level 2 and 3 courses were earned by learners on LWN (Target: 1,200).</p> <p>3,312 NALA certificates of completion awarded to 1,111 learners (Target: 800).</p> <p>9 new editions of NALA's learner worksheet, That's Interesting! created and distributed to approximately 500 individuals. 2,161 copies posted and 2,348 emailed.</p>

Services and Resources for Learners	
Supporting Project	Key Outcome(s)
Direct learner support	<p>A new Freephone welcome pack was developed and implemented.</p> <p>Communication improvements were implemented on LWN along with outreach campaigns to support learner engagement and completion. This contributed to the engagement of 4,062 online learners in 2023 (up from 3,308 in 2022).</p> <p>A new model of outreach for learners completing portfolios was developed and piloted. This will be rolled out in 2024.</p> <p>New learner support materials including a new learner charter, learning journal and getting started guide were drafted. These will be developed in 2024.</p> <p>Work began on 7 in-course learner support videos. These will be developed and launched in 2024.</p> <p>HelpMyKidLearn.ie, a website operated by NALA to support parents with their children's learning, was visited by 66,956 users.</p>

National Adult Literacy Agency
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Services and Resources for Learners	
Supporting Project	Key Outcome(s)
Indirect learner support	<p>We supported over 200 centres (target 170) and their 1,206 learners (target 1,100) to use Learn with NALA through in-person and online training, support, advice and information as well as learner certification. 327 centre tutors received training during 33 training sessions.</p> <p>18 centres set up on Learn with NALA (Target: 10)</p> <p>12 open monthly training webinars took place and four e-zines were sent to centres (Target: 6 webinars).</p> <p>A new tutor guide and tutor video playlist were created and published.</p>
Programme Learner Support System (PLSS) and management	2,395 records on PLSS against NALA's seven course offerings. (Target: 1,200) These are learners registered with NALA only. They do not include those learning with LWN in ETB or community settings.
Quality assurance and Quality and Qualifications Ireland (QQI) Certification, Validation and Re-validation management	NALA's Board Online learning policy was agreed by the Board.

Services and Resources for Learners	
Supporting Project	Key Outcome(s)
Online platform maintenance and development	<p>We completed a range of actions to help us to:</p> <ul style="list-style-type: none"> • better target and support learners using the platform; • implement new features and automations on the system; and • future proof the system by enabling minor and major course and content updates without impacting previous learners. <p>This also included a security review, sustainability planning and continuous updating to improve the usability of the system.</p>
Online content development, reviews and updates	<p>We:</p> <ul style="list-style-type: none"> • piloted and updated our new course review process; • migrated the content for the Level 3 Health and Safety Awareness course on LWN for launch in 2024; • gained QQI validation for the Level 2 Writing course as a fully online programme; • implemented user feedback surveys on all level 2 learner courses and finalised survey strategies for Level 1, Preparing for Level 3 and Level 3 for implementation in 2024; and • set up a Level 1 validation working group to carry out a full review and update of the LWN Level 1 courses (12) to prepare for a QQI validation submission. The review was completed and final updates to the programme will continue into 2024.

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Services and Resources for Learners	
Supporting Project	Key Outcome(s)
Reporting and Evaluation: Data analytics, impact analysis and reporting / External Evaluation	<p>We:</p> <ul style="list-style-type: none"> adjusted NALA's Salesforce system to 1) create new reports and dashboards that enable a greater level of oversight and improved service management and 2) reflect improved / updated processes for recording calls and sessions; and reviewed and workshopped the Tutoring Service review process to inform and align with our new Success Framework. The newly revised Success Framework is ready for development and testing on Salesforce and the LMS in 2024.

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Services and Resources for Adult Literacy Practitioners	
Supporting Project	Key Outcome(s)
Events	<p>22 events, 3 conferences and 19 online webinars (Target: 20).</p> <p>775 participants (Target: 800).</p> <p>99% of those participants who answered reported that they learned something new at the events.</p> <p>99% of those who answered said they would recommend the event to a colleague.</p> <p>98% of those participants who answered reported that they would make changes to their work as a result of the event.</p>
LWN Online training	<p>458 unique practitioners enrolled in one or more of NALA's 5 online professional development courses. There were 682 course enrolments (Target 300).</p> <p>287 Professional Development Certificates were awarded on NALA PD courses (Target: 120 Certificates).</p> <p>The 'Delivering a literacy friendly service' course went live in July 2023.</p> <p>The 'Guide to NALA numeracy resources' course was paused to allow for resources in the level 1 validation project. This course will now be launched in 2024.</p> <p>We investigated the possibility of professional development pathways between NALA's professional development programmes and the South East Technological University professional development programmes through recognition of prior learning.</p>

National Adult Literacy Agency
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Services and Resources for Adult Literacy Practitioners	
Supporting Project	Key Outcome(s)
Literacy Awareness Training (This enables organisations to be more aware of literacy issues and to communicate in a more literacy friendly way)	We delivered 8 customised Literacy Awareness and Literacy Friendly Approach training sessions to 664 participants. This training was delivered to students in third level education, to staff in a city partnership, in Social Inclusion Community Activation programmes and in further education and training.
Internal supports	We developed the following new internal systems and guides to support improved service levels and knowledge sharing: <ul style="list-style-type: none"> • NALA Adult Literacy Support Statement • NALA Guide for Supporting Practitioners • A new events and engagement tracker with 1,462 engagements with professionals tracked in 2023.
Teaching and learning resources	32,000 adult literacy resources were ordered and delivered to tutors or learners. 31 new or updated resources (book, videos and worksheets) created for learners including Legends and Literacy Lads.

Student Development	
Supporting Project	Key Outcome(s)
Student and learners' views inform NALA's work through the Student Subcommittee and students on NALA's Board. In addition, NALA receives advice and recommendations from the following activities during the year.	
Student days	<p>180 students attended NALA's Student Day in Galway (Target: 200).</p> <p>The target was not met as we cancelled a day planned in Dublin due to insufficient numbers.</p>
Student development fund	<p>€41,319 was allocated to 70 adult education centres (Target: 50) to run activities that support learning outside the classroom or to purchase teaching and learning resources and equipment.</p> <p>2,004 students participated in events (Target: 1,000).</p>

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Directors' Report
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Objective 2: To undertake and promote research and share best practice on literacy with policy makers, partners, practitioners and learners.

In addition to maintaining ongoing contacts with policy makers and key stakeholders in Ireland and in Europe, NALA participates in one EU funded programme and is an active member of the European Basic Skills Network.

Supporting Project	Key Outcome(s)
European Basic Skills Network EU Project	<p>6 Massive Open Online courses were piloted with 197 participants.</p> <p>These are professional development programmes on basic skills, digital literacy, empowering learners and promoting diversity and interculturalism.</p> <p>NALA provided technical support and guidance to the development of the courses and resolution of 65 technical queries. NALA also attended two partner meetings.</p>
EU Basic Skills Network	NALA attended the General Assembly and presented on the EU project described above.
Learn with NALA Research Report	A draft report analysing the profile and experience of Learn with NALA learners' between March 2020 and November 2022 was completed. It will be finalised and launched in 2024.
Invited presentations	NALA staff were invited to give 11 presentations to national and international stakeholders on our work and impact.

National Adult Literacy Agency
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Directors' Report
To the members of National Adult Literacy Agency

Objective 3: To support organisations and society to be more aware of literacy inequalities and to deliver literacy friendly services.

Supporting Project	Key Outcome(s)
Literacy Outreach - Education Sector and Travellers	5 Literacy Awareness Training presentations given to education stakeholders and 12 meetings held with Traveller organisations to identify education priorities, share information and identify future collaborations (Target: 10 organisations and 10 literacy awareness engagements).
Literacy Outreach - Community and Voluntary Sector	505 community and voluntary organisations on mailing list and 200 engagements (Target: 250 engagements). This staff member was redeployed to the Prison Literacy Project and ALL Strategy Collaboration and Innovation Funded projects that impacted our ability to develop and deliver on these targets.
Prison Literacy Programme	7 programmes delivered with 100 student participants and 11 teacher participants. 3 student ambassadors trained. 7 reports written for relevant prison education units on programme. 2 literacy awareness talks with 22 student participants and 5 teacher participants. 1 summary report on project.
Plain English	There were approximately 100 plain English editing jobs done for 75 clients (Target: 100). 1,565 staff trained from over 80 organisations in plain English (Target: 1000).

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Objective 4: To continuously enhance and evolve NALA's people and processes to deliver on NALA's mission, vision, purpose and objectives.

Supporting Project	Key Outcome(s)
Promotions and Communications	<p>Approximately 81+ mentions of NALA in the media.</p> <p>We ran 21 paid social media ad campaigns, achieving 9,575,574 impressions (number of times the ads were displayed on a screen). We shared 4,411 total organic posts across Facebook, Instagram, LinkedIn and X (formerly known as Twitter) with 910,700 total impressions.</p> <p>94,969 users visited nala.ie.</p>
People	<p>5 recruitment campaigns undertaken for the following roles:</p> <ol style="list-style-type: none"> 1. Communications, Advocacy and Outreach Manager 2. Literacy Development and Outreach Worker 3. Research and Policy Officer 4. Digital Marketing Officer 5. Administrator

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Future Plans

In 2024, NALA will launch a new Strategic Plan to guide our work for the period 2024 – 2030. We anticipate that it will enable us to:

- advocate for and raise awareness of literacy as a human right and the need for more literacy friendly policies and services and the use of plain language;
- collaborate on the impactful implementation of the Further Education and Training (FET) Strategy, the Adult Literacy for Life (ALL) Strategy and other emerging Government strategies;
- provide information and learning opportunities to literacy learners;
- offer professional development and resources to literacy practitioners;
- deliver plain English editing and training services;
- generate and share research and best practice;
- communicate and collaborate with our members and stakeholders;
- continuously improve and enhance our operations; and
- identify new income streams to enable us to sustainably deliver on our vision.

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Financial Review

Income

Total income for 2023 was €2,689,410 (2022: €2,862,675).

NALA is grant funded by the State through SOLAS, The Further Education and Training Authority. The sponsoring Government Department for our SOLAS funding is the Department of Further and Higher Education, Research, Innovation and Science.

SOLAS is the Grantor of NALA's primary source of funding, providing funding for NALA's core operational costs, in addition to project funding for specific project costs. NALA submitted its funding application for 2023 to SOLAS in October 2022 and received formal approval of NALA's funding allocation in April 2023.

The Adult Literacy for Life (ALL) Strategy provided further funding opportunities during 2023. SOLAS administers The ALL-Strategy Innovation and Collaboration fund. NALA submitted a separate funding application to SOLAS for project funding in 2023 and received additional funding from this fund.

Of the total funding received from SOLAS of €2,439,782, NALA have identified funds of €77,935 that do not meet the Charity SORP income recognition requirements and therefore have not been recognised as income in NALA's Statement of Financial Activities for 2023.

In accordance with Charity SORP Income recognition rules, income recognised in the Statement of Financial Activities from our primary funder SOLAS was €2,361,847 (2022: €2,451,916).

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The table below details the SOLAS funding approved, received and expended during 2023. All the SOLAS funding is restricted and is only expended in accordance with the categories of funding detailed in the table below:

Item No.	Funding Category	Funding Approved	Funding Received	Funding Expended	2023 End of Year Balance
1	Core Funding	€2,038,000	€2,038,000	€1,972,507	€65,493
2	Learn with NALA	€250,000	€250,000	€250,000	-
3	Student Development Fund	€40,000	€40,000	€40,000	-
4	Furthest Behind First Literacy Development Programme	€81,000	€81,000	€75,540	€5,460
5	Adult Literacy for Life Innovation and Collaboration Fund	€30,782	€30,782	€23,800	€6,982
Total		€2,439,782	€2,439,782	€2,361,847	€77,935

Total funding received from SOLAS in 2023 was €2,439,782 and €6,982 of this funding was deferred into 2024 and utilised in supporting the administration costs of the ALL awareness campaign in January and February 2024. NALA's main funding allocation was only approved by SOLAS in April 2023. Consequently, the Furthest Behind First outreach programme did not commence until Quarter 2 2023 and resulted in the shortfall of expenditure of €5,460. NALA, in its End of Year report to SOLAS have requested to retain these funds and complete this work in early 2024, however SOLAS have informed NALA that the surplus funds should be returned to SOLAS in 2024, consistent with DPER (Department of Public Expenditure NDP Delivery and Reform) funding parameters. These funds form part of NALA's year end Creditors balances (Note 11) and will be returned to SOLAS in 2024.

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NALA's core funding costs were €65,493 less than forecasted due to unforeseen movements in staff during 2023, some of which related to the secondment of two senior members of staff to the ALL-Strategy Programme Office in May and July of the year. NALA alerted SOLAS to the impending expenditure shortfall in its Mid-Year report to SOLAS. These funds also form part of NALA's year end creditors balances (Note 11) and will be returned to SOLAS in 2024.

The funding, less the Year End balances, and associated expenditure are reported as restricted Income and Expenditure in NALA's Statement of Financial Activities on page 129. Note 3 on pages 140 to 141 sets out the detailed restricted and unrestricted income for 2023, while Note 4 on pages 142 to 143 details the restricted and unrestricted expenditure for the year.

NALA's non-SOLAS income comes from the following sources;

- a. EU funded project grants
- b. Plain English services income
- c. Membership subscriptions
- d. Other sundry income

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Income generated from these non-SOLAS sources are detailed in the table below:

Item No.	Income Source	2023	2022	Comment
a.	EU Funded Grants			
	EU Abedili Project - digital literacy for literacy practitioners	-	€17,690	NALA had no new EU grants during 2023.
	EU EBSN Project - professional development for literacy practitioners	€10,023	€26,717	
	EU CITO Project - developing an online skills checker and assessment tool for literacy	-	€104,644	
	Total EU Income	€10,023	€149,051	
b.	Plain English services -Plain English training and Plain English editing	€247,820	€226,600	The demand for Plain English (PE) services increased by 9% in 2023, the increase largely driven by demand for PE training services.
c.	Membership Subscriptions	€12,853	€19,267	Following the post COVID spike in 2022 Membership income this year fell back to the forecasted levels for 2023.

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Item No.	Income Source	2023	2022	Comment
d.	Other sundry Income	€16,507	€15,841	Sundry income includes small donations and other income as set out in Note 3 on pages 140 to 141 of the financial statements.
	An Post Donation	€20,000		Exceptional contribution from An Post to NALA in 2023
	Revenue VAT Refund	€13,327		Refund from Revenue of VAT related to Revenue's determination that NALA's Plain English and other activities do not come within the scope for VAT. The refund relates to VAT paid by NALA in 2022 while awaiting Revenue's final decision.
Total		€320,531	€410,759	

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Expenditure

Total expenditure for the year was €2,616,634 (2022: €2,689,995). All expenditure in 2023 was directed towards the achievement of NALA's charitable objectives. This includes governance, administration and other indirect support costs which are included in our overall charitable activities.

Total support costs for the year of €502,720 (2022: €459,603) show an increase of €43,117 as set out in note 5 to the financial statements on pages 144 to 145.

Total expenditure funded by SOLAS in 2023 was €2,361,847 (2022: €2,451,916) while the EU EBSN grant had expenditure of €28,840 (2022: €3,401).

Plain English external editors' expenditure for 2023 was €64,059 (2022: €56,859) and reflects the increase in plain English income during 2023. Other unrestricted expenditure funded from NALA's unrestricted income amounted to €161,888 (2022: €106,685).

Financial position

Having considered all income and expenditure, the overall outcome for 2023 was a surplus of €72,776 (2022: €172,680). NALA's 2023 overall surplus includes a deficit of EU restricted income of (€18,817) which is included in our reduced restricted reserves at 31 December. The restricted reserves deficit relates to EU projects costs incurred in 2023 that are funded from income received in 2022. These restricted reserves balances at year end will be utilised to fund further restricted EU expenditure during 2024. NALA's unrestricted surplus for 2023 therefore amounts to €91,593.

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Balance Sheet

NALA's year-end financial position shows a total net assets value of €1,029,006 (2022: €956,230).

The net assets position includes fixed assets with a carrying amount of €44,842 (2022: €68,211) and net current assets of €984,164 (2022: €888,019). Net current assets are primarily made up of bank and cash balances of €1,116,170 (2022: €1,107,131) with the balance comprising our debtors balances less creditors balances. The movement in bank balances during 2023 is set out in the statement of cash flows on page 131.

Reserves

NALA holds both restricted and unrestricted reserves.

Restricted reserves

Restricted reserves balances represent the unexpended balances of funds recognised in our financial statements which have restrictive terms and conditions as to their use. Funds that are granted that can only be used for specific purposes are monitored and reported upon separately each year and the remaining unspent balances on these funding grants are identified separately in our financial statements as restricted grants.

Regarding SOLAS grants, one of the conditions set out for the funds granted are that the activities are completed within the funding year. In the case where funds are not utilised within the funding year then the terms of the grant are not fully fulfilled and therefore under SORP the grantee has no right to recognise the unspent funds in their Statement of Financial Activities. NALA held funds balances from SOLAS at year end totalling €77,935. These balances are treated as deferred income for 2024, pending a decision from SOLAS as to their future use and therefore do not form part of NALA's restricted reserves.

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Unrestricted reserves

NALA's unrestricted reserves are made up of the fixed assets reserve of €44,842 (2022: €68,211) and NALA's contingency reserve fund of €910,389 (2022: €795,427).

The purpose of NALA's unrestricted contingency reserve fund is to ensure the stability of the mission, programmes, employment and ongoing operations of the organisation. The fund is intended to provide internal resources for situations such as a sudden increase in expenses, one-time unbudgeted expenses, unanticipated loss in funding, or uninsured losses. The contingency fund is not intended to replace a permanent loss of funding or eliminate an ongoing budget gap. The Board of NALA judges that it needs to set a prudent level for its unrestricted contingency fund that allows it to:

- meet its obligations as an employer by paying redundancy payments to its staff at the statutory minimum level; and
- continue to implement its activity plans should an important income stream cease unexpectedly or be delayed.

The calculation of the required level of unrestricted reserves is an integral part of the organisation's planning, budget and forecasting cycle.

The policy seeks to keep a reserve fund equivalent to the monetary value of:

1. the minimum redundancy payments for NALA staff; and
2. an amount equivalent to three months expenditure.

The policy was last reviewed in June 2023 and the calculations to meet the policy requirements indicated a required target of €848,000 at that time. In addition to the primary contingency fund NALA's board agreed to begin accumulating a secondary contingency fund of €100,000 to provide funds for end of lease costs that it may have to incur in exiting its current lease and relocating to new premises in August 2027. The overall contingency target for both funds amount to €948,000.

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The policy is reviewed on an annual basis and is next scheduled for review in June 2024 by the Audit, Risk and Finance subcommittee of the Board. At each review the subcommittee considers the continued appropriateness of the terms of the policy and the updated calculations of targeted contingency funds based on the agreed terms of the policy. It also reviews the prior year end reserves balances relative to the newly agreed targets. The Audit, Risk and Finance subcommittee, based on its annual review, recommends changes to the policy, if required, to the Board.

The 2024 review will consider the appropriateness of the method of setting the unrestricted target and will subsequently calculate a new target either using the same or still to be decided new criteria.

The overall level of reserves at 31 December 2023 are as follows;

Unrestricted Reserves:	€955,231 (2022: €863,638)
Restricted Reserves:	€73,775 (2022: €92,592)

The unrestricted reserves total of €955,231 are comprised of a fixed assets fund of €44,842 (2022: €38,940) and an unrestricted contingency fund of €910,389 (2022: €795,427). The assets less liabilities underpinning the unrestricted reserves are detailed in note 13 on page 152. Fixed assets, by their nature and purpose, are not liquid assets and therefore are reported as a separate fund and do not form part of NALA's contingency fund.

The Directors note that the overall closing unrestricted contingency funds of €910,389 (2022: €795,427) are 9.6% below the overall levels targeted at the 2023 review. Pending the 2024 reserves policy review, the Directors are satisfied with the current level of unrestricted reserves as the primary contingency requirement of €848,000 has been fulfilled, while good progress has been made on reaching the secondary target of €100,000.

The overall financial position at the year-end was considered satisfactory by the Directors.

Structure, Governance and Management

Governing Document

NALA is a charitable company limited by guarantee, incorporated on 8 August 1992. A new Constitution pursuant to the Companies Act 2014 was adopted in April 2016 and further amendments to the Constitution were adopted at the 2021 AGM. In the event of the company being wound up, members are required to contribute an amount not exceeding €1 (One Euro) per member of the company.

NALA's goals and approaches are guided by its charitable objectives as laid out in its Constitution.

Organisational Structure

NALA Constitution provides for a Board of up to 16 Directors who meet a minimum of six times a year. The main purpose of the Board is to take overall responsibility for NALA and how it operates. They are responsible for the strategic direction and policy of the charity. At present, the Board has 14 Directors from a variety of backgrounds relevant to the work of the charity. A scheme of delegation is in place and day-to-day responsibility for the provision of the services rests with the CEO. The CEO is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The Directors are committed to maintaining the highest standards of Corporate Governance.

The Board of Trustees retain overall responsibility for the strategic development of the charity in close liaison with the CEO and other key management personnel. There is clear division of responsibility at the charity with the Board of Trustees retaining control over all major decisions. The charity trustees delegate executive authority for the charity's operations to the CEO, who in turn delegates the day-to-day management of specific functions of the organisation to the senior management team.

It is a reserve function of the Board of Trustees to approve all new staff appointments and their remuneration. The Board of Trustees is responsible for approving the charity's overall staffing levels and the appointment and remuneration range for any new posts.

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Recruitment and Appointment of the Board

NALA is a members-based organisation. Its members are individuals and organisations interested and involved in adult literacy. At the Annual General Meeting members elect a Board from within the members. The Board oversees the work of NALA. All members of the Board give their time voluntarily and receive no financial benefits from the charity. Any expenses reclaimed from the Company are detailed in Note 5 of the notes to the financial statements.

The Board seeks to ensure that the needs of learners are appropriately reflected through the diversity of the Board. To enhance the potential pool of the Board members, the charity seeks to identify adult learners who would be willing to become members of NALA and use their own experience to assist the charity. The more traditional business and educational skills are well represented on the Board along with relevant literacy expertise. In an effort to maintain this Board skill mix, individuals are occasionally approached to offer themselves for election to the Board. The Board of NALA can appoint up to two directors to the Board to fill any specific skills gaps (co-option).

Terms for Board Members and Officers

Officers serve for two years and may be re-elected for a further two years. After four consecutive years as an officer, they must resign or seek re-election as an ordinary Board member.

Board members may also serve for two years and may be re-elected for a further two years. After four consecutive years as a Board member, they must either seek election as an Officer or wait a further two years before seeking re-election as a member.

Co-opted Directors hold office for a term of two years. They may be re-elected for a further two years. After four consecutive years as a Board member, they must retire from office or seek re-election as an Officer.

NALA's Constitution and Procedural Rules contain further details on nominating and electing members of the Board. NALA is currently in the process of reviewing the provisions of the Constitution relating to terms of office for Board Members and Officers.

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Directors

The following Directors held office during 2023:

- Aoife Foley
- Catherine Devlin
- Ciarán Casey
- Eleanor Neff
- Elma Teahan
- Frances Ward
- Lynne Keery (Retired 13 May 2023)
- Margaret Kelly
- Maria O'Gorman
- Maurice Sammon
- Patricia Ayton
- Patricia Nolan
- Tom O'Mara
- Tracey Reilly
- Paula Tiller (Appointed 13 May 2023)

Board Induction and Training

NALA's Board Manual, which includes the functions and duties of the NALA Board and its Officers, was distributed to all new members of the Board, along with the Constitution, latest financial statements and other useful resources.

NALA is committed to providing training to its Board and Officers to equip them with the knowledge, skills and ability to effectively fulfil their positions within the organisation. A range of training opportunities are made available to Board members and Officers each year and the relevant individuals are encouraged to avail of the training opportunities offered.

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In June 2023, the new Board member attended an induction session to familiarise themselves with the charity and the context within which it operates. It covered:

- the obligations of Board members;
- the main documents which set out the operational framework for the charity including the Constitution;
- resourcing and the current financial position, as set out in the latest published accounts; and
- future plans and objectives.

Board members completed the following training in 2023:

- Patricia Nolan completed:
 - Boardmatch Charity Trustee training (started in 2022); and
 - Carmichael Centre's Financial Oversight for Board Members training.
- Paula Tiller completed:
 - Boardmatch Charity Trustee training;
 - Carmichael Centre's Board Induction eLearning; and
 - Carmichael Centre's Introduction to Strategic Planning.
- Tom O'Mara completed the Boardmatch Charity Trustee training.

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Board Attendance and Subcommittee Details

Board Member	29 March 2023	03 May 2023	28 June 2023	25 Oct 2023	22 Nov 2023	13 Dec 2023	Summary of attendance
Margaret Kelly (Chairperson)	√	√	√	√	√	√	6 of 6
Maria O’Gorman (Vice-Chairperson)	x	x	x	x*	x*	x*	0 of 6
Patricia Ayton (Honorary Secretary)	x	√	√	√	x	x	3 of 6
Ciarán Casey (Honorary Treasurer)	√	x	√	√	√	√	5 of 6
Aoife Foley	√	x	x	√	x	√	3 of 6
Catherine Devlin	√	√	x	x	√	√	4 of 6
Eleanor Neff	√	x	√	x	x	√	3 of 6
Elma Teahan	√	√	x	√	√	√	5 of 6
Frances Ward	√	√	√	√	x	√	5 of 6
Lynne Keary	√	x	o	o	o	o	1 of 2
Maurice Sammon	√	√	x	x	√	x	3 of 6
Patricia Nolan	√	x	√	√	x	√	4 of 6
Paula Tiller	o	o	√	√	x	x	2 of 4
Tom O'Mara	√	√	√	√	√	x	5 of 6
Tracey Reilly	√	x	√	x	x	x	2 of 6

* Temporarily unavailable to attend

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Achievements of the Board in 2023

In addition to the ongoing activities of the Board, in 2023 the Board of NALA:

- Established a Strategic Planning Advisory Group to guide NALA's next strategic planning process. A consultant was selected to support the process following a successful tendering process. The planning process began in September 2023 and the work continues into 2024. The Board aim to launch a new Strategic Plan in May 2024.
- Submitted a revised Constitution to the Charities Regulatory Authority (CRA) in 2023. The amendments were approved by the CRA. The Board established an advisory and working group to oversee the communication of changes to Members to support them to make an informed vote on the changes. The group will also oversee the implementation of the changes. The Constitution and Procedural Rules will be brought to our Members for approval at an Extraordinary General Meeting in March 2024.
- Reviewed and approved 14 policies following review and recommendations from NALA's subcommittees.

Subcommittees of the Board

The Board has four subcommittees. Each subcommittee has its own term of reference with a minimum of two Board members on each subcommittee. Some subcommittees have non-Board members that bring particular areas of expertise and skill.

Audit, Risk and Finance Subcommittee (AR&F)			
Responsibilities	Members during 2023	Achievements in 2023	No. of meetings
<ul style="list-style-type: none"> • Financial affairs • Risk management • Legal compliance 	<ul style="list-style-type: none"> • Elma Teahan (Chairperson) • Aoife Foley • Ciarán Casey • Nessa McEniff* 	<ul style="list-style-type: none"> • Ongoing monitoring of financial affairs, audit, risk management and legal compliance and advice to the Board on these matters. • Review of Financial Reserves Policy. • Introduction of Investment Policy. • Full review and update of NALA's Business Continuity Plan, Risk Policy and Risk Register. • Revised AR&F Terms of Reference. 	5

* Non-Board member

^Retired May 2023

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Education, Training and Assessment Subcommittee (ETA)			
Responsibilities	Members during 2023	Achievements in 2023	No. of meetings
<ul style="list-style-type: none"> • Policies and procedures relating to education, learning, training and assessment 	<ul style="list-style-type: none"> • Patricia Ayton (Chairperson) • Eleanor Neff • Frances Ward • Tom O'Mara • Frances Boylan* • Marian O'Reilly* • Michael Power* • Lee Mitchell* 	<ul style="list-style-type: none"> • Ongoing planning and review of services for learners and advice to the Board on these matters. • Review of Programme Approval, Development, Evaluation and Review Policy. • Created a new Online Learning Policy. • Review of updated Level 1 programme on Learn with NALA. 	3

* Non-Board member

^Retired May 2023

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Literacy and Staff Policy, and Governance Subcommittee (LSPG)			
Responsibilities	Members during 2023	Achievements in 2023	No. of meetings
<ul style="list-style-type: none"> • Policy development • Staff policies and procedures 	<ul style="list-style-type: none"> • Margaret Kelly (Chairperson) • Patricia Nolan • Patricia Ayton • Donie Wiley* • Elaine Clifford* • Sandra Coughlan* • Lynne Keery^ 	<ul style="list-style-type: none"> • Ongoing review of literacy policy, staffing policies, board governance and continuity, and advice to the Board on these matters. • Ongoing oversight of staffing levels and employment contracts. • Advice and preparation on plans to update NALA's Constitution and Procedural Rules. • Revised LSPG Terms of Reference. 	3

* Non-Board member ^Retired May 2023

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Student Subcommittee			
Responsibilities	Members	Achievements in 2022	No. of meetings
<ul style="list-style-type: none"> • Guides and monitors NALA's work with students 	<ul style="list-style-type: none"> • Catherine Devlin (Chairperson) • Thomas Campbell* • Maurice Sammon • Catherine Finnerty* • Chris King* • Denise Shannon* • Eamonn McAuliffe* • Eduard Neresian* • Gerry Daly* • Helen Curran* • Mairead Molloy* • Margaret Hanrahan* • Mark Daly* • Niall Lawlor* • Sarah Shaughnessy* 	<ul style="list-style-type: none"> • Ongoing feedback to the Board on emerging student issues. • NALA Student Day - Galway • Supported the organisation of an exhibition at National Ploughing Championships. • Took part in National Ploughing Championships exhibition and An Post awareness campaign. • Provided a representative for judging panel for Student Development Fund applications. • Provided input to NALA's Literacy Awareness Training and Learner Ambassador Programme. 	6

* Non-Board member ^Retired May 2023

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Charity Governance Code

During 2023, NALA completed a review of its compliance with the Charities Regulatory Authority (CRA) Governance Code in accordance with the relevant CRA guidelines and templates and was fully compliant with all requirements of the CRA Governance Code at the 31 October 2023 filing. There were no material amendments to NALA's Internal Financial Controls document during 2023 and our financial systems, processes and controls remain compliant with the CRA Internal Financial Controls Guidelines for Charities document.

Policy and Procedures

NALA has a wide range of policies to support our governance responsibilities. These policies are reviewed, updated and enhanced on a regular basis. Each policy is updated when there is a change that necessitates it or when it required to be reviewed according to our internal policy review schedule or legislative changes.

In 2023, NALA:

- considerably updated its:
 - o Environmental Sustainability Policy;
 - o Business Continuity Plan; and
- revised its:
 - o Staff Handbook;
 - o Statement of Internal Financial Controls;
 - o Health and Safety Policy Statement;
 - o Risk Policy;
 - o Reserves Policy;
 - o Programme Approval, Development, Evaluation and Review Policy;
 - o Dignity at Work Policies, which covers Anti-Bullying and Anti-Harassment Policies; and
- created a new:
 - o Investment Policy; and
 - o Online Learning Policy.

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Key Management Personnel

Colleen Dube is the current CEO of NALA. In addition to the CEO, the senior management team is made up of:

- Clare McNally (Communications Manager - up to 2 May 2023)
- Michelle Lynch (Communications, Advocacy and Outreach Manager - from 6 June 2023)
- Elaine Cohalan (Innovation Manager)
- Paul Cahill (Finance and Corporate Services Manager).

NALA Staff

All NALA staff participate in a Performance Management and Development System (PMDS).

NALA staff operate within a delegated framework and within the context of NALA's Strategic goals. On an annual basis, implementation plans are created and approved by the Board. Progress on these plans is reported at each Board meeting.

NALA Staff Retirement Benefits

All NALA staff have access to a Personal Retirement Savings Account (PRSA) retirement benefit scheme upon successful completion of their six-month probationary period of employment. NALA also provides access to its occupational pension scheme to staff members who have more than 12 months' continuous service with NALA.

Both the PRSA and Pension schemes are defined contribution schemes, administered by New Ireland Assurance. NALA contributes 10% to both schemes on behalf of staff who have more than 12 months' continuous service, are members of either scheme and who are contributing no less than 5% of their salary to their preferred retirement benefit scheme. The terms of both schemes require NALA to disburse all retirement benefits contributions within 30 days of payroll deduction. As both schemes are defined contribution schemes NALA has no further financial liability beyond the monthly disbursement of employee and employer contributions.

NALA confirms that it has no outstanding retirement benefits liability at the year-end date 31 December 2023.

Risk Management

NALA has a Risk Policy and a risk register is in place. The Risk Register is reviewed and updated regularly by the Senior Management Team. It is also reviewed annually by the Audit, Risk and Finance Subcommittee and approved by the Board. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. NALA currently has no risks with a risk level of "High". The biggest risks facing NALA in 2023 are outlined in the table below. NALA has a further 32 risks on its Risk Register with a risk level of "Low".

Risk	Type	Residual Risk Score and Level	Controls
Inefficient, outdated, unsecured and or disrupted IT systems	Operational	20 Medium	<ul style="list-style-type: none"> • ICT System review underway. • Alternative Broadband service arranged. • Service and support contracts in place. • Technical support outsourced where needed. • Cyber liability insurance in place and reviewed annually. • IT and cybersecurity training provided. • Data backups in place.
Dependency on one primary funder	Operational	20 Medium	<ul style="list-style-type: none"> • Strategic plan and work programmes aligned with funder's strategic objectives. • Ongoing communication and solution seeking with funder regarding priorities and necessary actions. • Regular reporting of targets being met / exceeded and identification of expanded services. • Compliance with funder's financial reporting requirements.

National Adult Literacy Agency
 (A company limited by guarantee)
Directors' Report
 To the members of National Adult Literacy Agency

Risk	Type	Residual Risk Score and Level	Controls
Dependency on one primary funder	Operational	20 Medium	<ul style="list-style-type: none"> • Considered in NALA's Strategic Planning process for 2024-2030. • Opportunities to expand range of funders/partners constantly sought and partnerships agreed.
GDPR non-compliance / data breach	Compliance	12 Low	<ul style="list-style-type: none"> • Suite of Data Protection Policies and Procedures in place. • Data is as secure as possible in IT systems used. • Data processing activities throughout NALA are documented and reviewed. • Data processing agreements are in place where required. • Employees use NALA approved software and apps for communications. • Annual GDPR training to increase awareness of staff responsibilities in relation to cyberattacks, phishing, reporting of data breaches, and appropriate storage of information. • GDPR policies / privacy statements / cookie requirements / procedures are regularly reviewed and updated. • Privacy Engine software /service to advise on internal GDPR issues and queries. • Cyber liability insurance in place.

Directors' Report

To the members of National Adult Literacy Agency

Risk	Type	Residual Risk Score and Level	Controls
Competition from similar organisations and or other government departments such as the ALL office	Strategic and External	12 Low	<ul style="list-style-type: none"> • Ongoing review of NALA’s positioning, remit and services against other stakeholders. • Updates on engagements with SOLAS and ALL Office on Agenda of each relevant subcommittee and Board Meeting. • Performance and quality of service regularly monitored and enhanced. • Market and methods of service delivery are reviewed and enhanced. • Regular contact with funders and partners. • Regular work to heighten public awareness and profile undertaken. • Pricing policy in place for Plain English service regularly reviewed.
Changed Demographics resulting in lack of or change to beneficiaries requiring support	Strategic and External	12 Low	<ul style="list-style-type: none"> • Beneficiary base profile researched, and beneficiary needs understood. • Establish future resource requirements and confirm role arising from 10-year strategy. • Prepare to respond to 10-year strategy opportunities.

Directors' Report

To the members of National Adult Literacy Agency

Risk	Type	Residual Risk Score and Level	Controls
NALA partners with or accepts donations from an inappropriate or inefficient organisation due to lack of vetting	Strategic and External	12 Low	<ul style="list-style-type: none"> • Potential partnerships raised through management but approval process to be improved. • Projects outside of Strategic Plan need to be approved by the Board.
Failure to manage documents appropriately resulting in the loss of key corporate or legal documents	Operational	12 Low	<ul style="list-style-type: none"> • Record Retention Policy in place. • Office Manager. • New documents held in soft copies. • Insurance policies in place. • Fireproof cabinets used in some instances. • Further improvements to be made in hard copy document management.

Directors' Report

To the members of National Adult Literacy Agency

Investment Policy

NALA's Board has agreed to keep investment risk to a minimum. NALA documented this in a new Investment Policy in 2023 to ensure that reserve funds of the charity are invested in accordance with the agreed risk profile of the charity.

Health and Safety

Procedures are in place to ensure the health and safety of staff and visitors. NALA continued its remedial works on our premises at Sandford Lodge that commenced in 2022. This was part of our annual Health and Safety Plan and to further support our Hybrid Working Policy which was introduced in 2022.

Conflicts of Interest

A Conflict of Interests policy is in place to assist NALA's Board of Trustees to effectively identify, record and manage any conflicts of interest in order to protect the integrity of NALA and to ensure that the Trustees act in the best interest of NALA. This policy was approved by the Board in 2021 and a review is scheduled for 2024.

No Trustee holds title to any assets owned or used by NALA.

Accounting Records

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

National Adult Literacy Agency
(A company limited by guarantee)
Directors' Report
To the members of National Adult Literacy Agency

Taxation status

The company is a registered charity. The company's Registered Charity Number (RCN) is 20020965 and Charity Number (CHY) is 8506. As a registered charity NALA is exempt from all taxes on its income.

NALA is registered with The Revenue Commissioners to account for payroll taxes liabilities.

NALA registered with the Revenue Commissioners in 2022 to account for VAT on imported goods and services. Following a determination by Revenue in 2023 that all of NALA's activities fall outside the scope for VAT, Revenue refunded VAT amounting to €13,327 and de-registered NALA for VAT.

NALA confirms that it is fully tax compliant with the Revenue Commissioners under all applicable tax heads.

Auditors

The auditors, Mazars, Chartered Accountants and Statutory Audit Firm, have expressed their willingness to continue in office in accordance with Section 383 (2) of the Companies Act 2014.

National Adult Literacy Agency
(A company limited by guarantee)
Directors' Report
To the members of National Adult Literacy Agency

Statement on relevant audit information

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

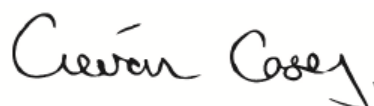
- a) so far as each director is aware, there is no relevant audit information of which the company's statutory auditors are unaware; and
- b) each director has taken all the steps that he or she ought to have taken as a director in order to make himself or herself aware of any relevant audit information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

The financial statements were approved by the board of directors, authorised for issue on 27 March 2024 and are signed on its behalf by:

By order of the board



Margaret Kelly
Director



Ciarán Casey
Director

Date: 27 March 2024

National Adult Literacy Agency
(A company limited by guarantee)
Directors' Responsibilities Statement
To the members of National Adult Literacy Agency

The Directors are responsible for preparing the Annual Report and the financial statements in accordance with Irish law and regulations.

Irish company law requires the Directors to prepare financial statements for each financial year. Under that law, the Directors have elected to prepare the financial statements in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council and Statement of Recommended Practice (Charities SORP (FRS 102)), issued by the Charity Commission for England and Wales, the Charity Commission for Northern Ireland and the Office of the Scottish Charity Regulator.

Under company law, the Directors 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 as at the financial year end date and of the surplus or deficit of the company for that financial year and otherwise comply with the Companies Act 2014.

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

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

National Adult Literacy Agency
(A company limited by guarantee)
Directors' Responsibilities Statement
To the members of National Adult Literacy Agency

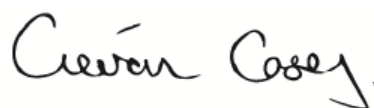
The Directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and surplus or deficit of the company to be determined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

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

By order of the board



Margaret Kelly
Director



Ciarán Casey
Director

Date: 27 March 2024

Report on the audit of the financial statements

Opinion

We have audited the financial statements of National Adult Literacy Agency ('the Company'), for the year ended 31 December 2023, which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows, and notes to the Company financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish Law and FRS 102 **The Financial Reporting Standard applicable in the UK and Republic of Ireland** issued in the United Kingdom by the Financial Reporting Council (FRS 102).

In our opinion, the accompanying financial statements:

- give a true and fair view of the assets, liabilities and financial position of the Company as at 31 December 2023, and of its surplus for the year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

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

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

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

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

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

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

Matters on which we are required to report by exception

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

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

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement out on pages 122 to 123, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

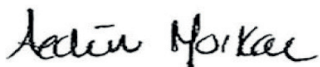
Auditor's responsibilities for the audit of the financial statements

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

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

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

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



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

Date: 8 April 2024

National Adult Literacy Agency
(A company limited by guarantee)
Statement of Financial Activities (including an income and expenditure account)
For the year ended 31 December 2023

	Note	Restricted Funds 2023 €	Unrestricted Funds 2023 €	Total Funds 2023 €	Total Funds 2022 €
Income from:					
Charitable activities	3	2,371,870	310,508	2,682,378	2,860,215
Donations		-	880	880	2,315
Investments		-	6,152	6,152	145
		2,371,870	317,540	2,689,410	2,862,675
Expenditure on:					
Charitable activities	4	(2,390,687)	(225,947)	(2,616,634)	(2,689,995)
Net (expenditure) / income	6	(18,817)	91,593	72,776	172,680
Net movement in funds		(18,817)	91,593	72,776	172,680
Reconciliation of funds:					
Total funds brought forward		92,592	863,638	956,230	783,550
Transfer between funds		-	-	-	-
Total funds carried forward	12	73,775	955,231	1,029,006	956,230

There were no other gains and losses other than those presented above.

All income and expenditure are in respect of continuing activities.

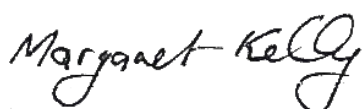
The notes on pages 132 to 155 form part of these financial statements.

National Adult Literacy Agency
(A company limited by guarantee)
Balance Sheet
As at 31 December 2023

	Note	2023 €	2022 €
Fixed assets			
Intangible assets	7	-	29,271
Tangible assets	8	44,842	38,940
		44,842	68,211
Current assets			
Stocks	9	-	1,198
Debtors	10	101,930	86,693
Cash at bank and in hand		1,116,170	1,107,131
		1,218,100	1,195,022
Creditors			
Amounts falling due within one year	11	(233,936)	(307,003)
Net current assets		984,164	888,019
Total assets less current liabilities		1,029,006	956,230
Funds			
Restricted funds	13	73,775	92,592
Unrestricted funds		955,231	863,638
Total Funds		1,029,006	956,230

The notes on pages 132 to 155 form part of these financial statements.

The financial statements were approved by the board of directors, authorised for issue on 27 March 2024 and are signed on its behalf by:



Margaret Kelly
Director



Ciarán Casey
Director

National Adult Literacy Agency
(A company limited by guarantee)
Statement of Cash Flows
For the year ended 31 December 2023

	2023	2022
Note	€	€
Cash flows from operating activities		
Net income	72,776	172,680
Adjustments for:		
Depreciation and amortisation	48,199	50,933
Interest income	3 (6,152)	(145)
Operating income before working capital changes	114,823	223,468
Increase in debtors	(15,237)	(19,813)
(Decrease) / Increase in creditors	(73,067)	59,967
Decrease in stocks	1,198	-
Cash generated from operations	27,717	263,622
Interest received	6,152	145
Net cash provided by operating activities	33,869	263,767
Cash flows from investing activities		
Acquisition of tangible assets	8 (24,830)	(24,121)
Cash used in investing activities	(24,830)	(24,121)
Net increase in cash at bank and in hand	9,039	239,646
Cash at bank and in hand at beginning of year	1,107,131	867,485
Cash at bank and in hand at end of year	1,116,170	1,107,131

National Adult Literacy Agency
(A company limited by guarantee)
Notes to the Financial Statements
For the year ended 31 December 2023

1. General Information

These financial statements comprising the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes constitute the individual financial statements of the National Adult Literacy Agency for the financial year ended 31 December 2023.

Company information

National Adult Literacy Agency (the "Company") is a company limited by guarantee, domiciled and incorporated in the Republic of Ireland with company registration of 342807 and is a registered charity. The Company is a public benefit entity. The nature of the Company's operations and its principal activities are set out in the Directors' Report on pages 78 - 121.

The registered office and principal place of business is Sandford Lodge, Sandford Close, Ranelagh, Dublin 6.

Statement of compliance

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

2. Accounting Policies

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

Basis of preparation

The financial statements have been prepared on the going concern basis and in accordance with the historical cost convention. The financial reporting framework that has been applied in their preparation is the Companies Act 2014, FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland” issued by the Financial Reporting Council and the Statement of Recommended Practice (Charities SORP (FRS102)) as published by the Charity Commission for England and Wales, the Charity Commission for Northern Ireland and the Office of the Scottish Charity Regulator which are recognised by the UK Financial Reporting Council (FRC) as the appropriate body to issue SORPs for the charity sector in the UK. Financial reporting in line with SORP is considered best practice for charities in Ireland.

The financial statements are presented in Euro, which is also the functional currency of the Company. Monetary amounts in these financial statements are rounded to the nearest €.

Income

Income is recognised when the Company has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. Income is deferred where the charity is limited by specific performance related conditions that are evident in the funding agreement, where there is a specification of a time period that limits the Company’s ability to recognise the income until it has performed an activity and when there are specific terms or conditions within an agreement that have not been met and are not within the control of the Company at year end.

Income from charitable activities

Income from charitable activities, whether ‘capital’ grants or ‘revenue’ grants, is recognised when the Company has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Income from donations

Public donations are accounted for when received.

National Adult Literacy Agency
(A company limited by guarantee)
Notes to the Financial Statements
For the year ended 31 December 2023

Income from investments

Income from investments is included when interest is receivable, and the amount can be measured reliably by the Company. This is normally upon notification of the interest paid or payable by the bank.

Fund accounting

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

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Charitable expenditure comprises those costs incurred by the Company in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Company and include the audit fees and costs linked to the strategic management of the Company.

Allocation of support costs

Support costs are incurred on those functions that assist the work of the Company but do not directly undertake charitable activities. Salaries and associated costs which can be attributed to specific projects are charged accordingly.

National Adult Literacy Agency
(A company limited by guarantee)
Notes to the Financial Statements
For the year ended 31 December 2023

Intangible assets

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Website development	25% Straight Line
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Tangible assets

Tangible assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Office equipment	25% Straight Line
Fixtures, fittings and equipment	25% Straight Line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset and is credited or charged to surplus or deficit.

Impairment of fixed assets

At each reporting period end date, the Company reviews the carrying amounts of its fixed assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). Where it is not possible to estimate the recoverable amount of an individual asset, the Company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in surplus or deficit, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. The method used in measuring stocks is FIFO.

At each reporting date, an assessment is made for impairment. Any excess of the carrying amount of stocks over its estimated selling price less costs to complete and sell is recognised as an impairment loss in profit or loss. Reversals of impairment losses are also recognised in profit or loss.

Prepayments

Prepayments are expenses paid in advance and recorded as assets before these are utilised. Prepayments are apportioned over the period covered by the payment and charged to profit or loss when incurred. Prepayments that are expected to be realised no more than 12 months after the reporting period are classified as current assets. Otherwise, these are classified as noncurrent assets.

Deferred income

Deferred income consists of membership fees, other income and grants received in advance which will be recognised as income in the year to which these are attributable and upon fulfilment of conditions.

National Adult Literacy Agency
(A company limited by guarantee)
Notes to the Financial Statements
For the year ended 31 December 2023

Financial assets

The Company has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the Company's balance sheet when the Company becomes party to the contractual provisions of the instrument.

Cash at bank and in hand. Cash at bank and in hand are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

Debtors. Debtors (excluding prepayments) are recognised at the settlement amount due after any trade discount offered.

Financial liabilities

Basic financial liabilities, including creditors are classified as debt and are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

Creditors. Creditors (excluding deferred income and tax and social insurance) are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities.

Taxation

The Company has obtained exemption from the Revenue Commissioners in respect of corporation tax, it being a Company not carrying on a business for the purposes of making a profit.

The Company is registered with the Revenue Commissioners as an employer to account for its payroll taxes' liabilities.

National Adult Literacy Agency
(A company limited by guarantee)
Notes to the Financial Statements
For the year ended 31 December 2023

The Company deregistered for VAT with the Revenue Commissioners in 2023 upon confirmation from The Revenue Commissioners that none of the Company's activities were accountable for VAT.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

Termination benefits are recognised immediately as an expense when the Company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Retirement benefits

The Company operates defined contribution schemes for the benefit of its employees. Contributions payable are charged to the statement of financial activities in the year in which they are payable.

Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight-line basis over the term of the relevant lease except where another more systematic basis is more representative of the time pattern in which economic benefits from the lease asset are consumed.

Judgements and key sources of estimation uncertainty

The preparation of 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 expenditure. The accounting estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about the carrying amounts of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

National Adult Literacy Agency
(A company limited by guarantee)
Notes to the Financial Statements
For the year ended 31 December 2023

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

The key judgement applied in the preparation of budgets and cash flows is that SOLAS funding will continue for 2024. There is no indication from SOLAS that the core funding requested for 2024 will not be forthcoming. On this basis the directors consider it appropriate to prepare the financial statements on a going concern basis. Accordingly, these financial statements do not include any adjustments to the carrying amounts and classification of assets and liabilities that may arise if the company was unable to continue as a going concern.

Determining lease commitment - Company as a lessee. The Company holds a lease for its business premises at Sandford Lodge, Sandford Close, Ranelagh, Dublin 6. The Company has determined that the risks and benefits of ownership related to the leased property are retained by the lessor. Accordingly, the lease is accounted for as an operating lease.

Estimating useful lives of intangible assets and tangible assets. The Company reviews annually the estimated useful lives of intangible assets and tangible assets based on the asset's expected utilisation, market demands and future technological development. It is possible that the factors mentioned may change in the future, which could cause a change in estimated useful lives.

There were no changes in the estimated useful lives of intangible assets and tangible assets during 2023.

National Adult Literacy Agency
(A company limited by guarantee)
Notes to the Financial Statements
For the year ended 31 December 2023

3. Income

Current Year	Restricted Funds €	Unrestricted Funds €	Total Funds €
Income from charitable activities			
SOLAS Core Grant	1,972,507	-	1,972,507
SOLAS Learn with NALA (LWN)	250,000	-	250,000
SOLAS Adult Learning for Life Strategy	-	-	-
SOLAS Adult Learning for Life Innovation fund	23,800	-	23,800
SOLAS Literacy Outreach	75,540	-	75,540
SOLAS Student Development Fund	40,000	-	40,000
EBSN	10,023	-	10,023
An Post	-	20,000	20,000
Revenue VAT Refund	-	13,327	13,327
Other Income	-	12,645	12,645
Plain English	-	247,820	247,820
Membership Fees	-	12,853	12,853
Training	-	2,280	2,280
All Collaboration Fund - Subcontractor Income	-	1,583	1,583
	2,371,870	310,508	2,682,378
Income from donations	-	880	880
Investment income			
Interest income	-	6,152	6,152
	2,371,870	317,540	2,689,410

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Prior Year	Restricted Funds €	Unrestricted Funds €	Total Funds €
Income from charitable activities			
SOLAS Core Grant	2,038,200	-	2,038,200
SOLAS Learn with NALA (LWN)	200,000	-	200,000
SOLAS Adult Learning for Life Strategy	107,000	-	107,000
SOLAS Adult Learning for Life Innovation fund	42,916	-	42,916
SOLAS Literacy Outreach	23,800	-	23,800
SOLAS Student Development Fund	40,000	-	40,000
EU CITO Project	104,644	-	104,644
EU Abedili Project	17,690	-	17,690
EBSN	26,717	-	26,717
Other Income	-	10,331	10,331
Plain English	-	226,600	226,600
Membership Fees	-	19,267	19,267
Training	-	2,550	2,550
Maltese Ministry of Education	-	500	500
	<u>2,600,967</u>	<u>259,248</u>	<u>2,860,215</u>
Income from donations	-	2,315	2,315
Investment income			
Interest income	-	145	145
	<u>2,600,967</u>	<u>261,708</u>	<u>2,862,675</u>

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4. Analysis of charitable expenditure

Current Year	Restricted Funds €	Unrestricted Funds €	Total Funds €
SOLAS Core Grant	1,972,507	159,110	2,131,617
SOLAS Learn with NALA (LWN)	250,000	200	250,200
SOLAS ALL Strategy	-	-	-
SOLAS ALL Innovation Fund	23,800	-	23,800
SOLAS Literacy Outreach	75,540	-	75,540
SOLAS Student Development Fund	40,000	1,319	41,319
EU CITO	-	-	-
EU Abedili	-	-	-
EU EBSN	28,840	-	28,840
Plain English	-	64,059	64,059
All Collaboration Fund - Subcontractor Costs	-	1,259	1,259
	2,390,687	225,947	2,616,634

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Prior Year	Restricted Funds €	Unrestricted Funds €	Total Funds €
SOLAS Core Grant	2,038,200	104,991	2,143,191
SOLAS Learn with NALA (LWN)	200,000	401	200,401
SOLAS ALL Strategy	107,000	772	107,772
SOLAS ALL Innovation Fund	42,916	-	42,916
SOLAS Literacy Outreach	23,800	387	24,187
SOLAS Student Development Fund	40,000	134	40,134
EU CITO	65,404	-	65,404
EU Abedili	5,730	-	5,730
EU EBSN	3,401	-	3,401
Plain English	-	56,859	56,859
	<u>2,526,451</u>	<u>163,544</u>	<u>2,689,995</u>

Included within the above are support costs as follows:

	General cost €	Governance cost €	Total 2023 €	2022 €
Wages and salaries	80,449	59,445	139,894	120,069
Audit	-	10,455	10,455	9,840
Rent and utilities	157,404	-	157,404	141,816
Other office cost	194,967	-	194,967	187,878
	<u>432,820</u>	<u>69,900</u>	<u>502,720</u>	<u>459,603</u>

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5. Employees

The average monthly number of persons employed by the Company is as follows:

	2023	2022
Adult Literacy Educators (ALE)	6	6
Other NALA staff	23	24
Average number of staff	29	30

Breakdown of wages and salaries is as follows:

	2023	2022
	€	€
Wages and salaries	1,459,033	1,385,539
Social security cost	160,113	145,301
Pension costs	120,947	106,570
	1,740,093	1,637,410

The wages and salaries total of €1,740,093 includes accrued payroll costs for 2023 of €14,581 (2022: €68,944). This represents restricted expenditure in respect of accrued holiday pay.

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The number of employees whose employee benefits (excluding employer’s pension cost and PRSI) is greater than €60,000 is 4 (2022: 4) as follows:

	2023	2022
€60,000 to €70,000	1	-
€70,001 to €80,000	-	3
€80,001 to €90,000	2	-
€90,001 to €100,000	-	-
€100,001 to €110,000	-	1
€110,001 to €120,000	1	-

The total employee benefits (including employer’s pension cost) of the key management personnel of the Company in 2023 amounted to €385,816 (2022: €359,184). The key management personnel include the CEO, Colleen Dube, and the four members of the senior management team during 2023: Clare McNally, Michelle Lynch, Elaine Cohalan and Paul Cahill. Please note that Clare McNally went on Secondment from 02.05.2023 for the remainder of 2023. Michelle Lynch took up Clare’s position from 06.06.2023.

The Directors were not paid and did not receive any other benefits for their work as Directors of the Company in the year 2023 (2022: €nil). Reimbursement to three Directors for vouched travel expenses to attend our June 2023 Board Meeting amounted to €211 in 2023 (2022: €593). No other Directors’ expenses have been incurred during the year.

In 2023, the CEO received employee benefits (including employer’s pension cost and PRSI) of €143,919 (2022: €121,872).

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6. Net Income for the Year

	2023	2022
	€	€
Net income for the year is stated after charging:		
Depreciation and amortisation	48,199	50,932
Rent	110,000	110,000
Auditor's remuneration for external audit services	10,455	9,840

7. Intangible Assets

	2023	2022
	€	€
Cost		
Balance at beginning of year	141,461	141,461
Addition	-	-
Balance at end of year	141,461	141,461
Accumulated Amortisation		
Balance at beginning of year	112,190	76,824
Amortisation	29,271	35,366
Balance at end of year	141,461	112,190
Carrying Amount		
At 31 December	-	29,271

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8. Tangible Assets

	Office Equipment €	Fixtures, fittings and equipment €	Total €
Cost			
At 1 January 2023	199,561	40,091	239,652
Additions	5,156	19,674	24,830
Disposals	(37,762)	-	(37,762)
At 31 December 2023	166,955	59,765	226,720
Accumulated Depreciation			
At 1 January 2023	167,900	32,812	200,712
Depreciation	14,144	4,784	18,928
Disposals	(37,762)	-	(37,762)
At 31 December 2023	144,282	37,596	181,878
Carrying Amount			
At 31 December 2023	22,673	22,169	44,842
At 31 December 2022	31,661	7,279	38,940

9. Stocks

	2023 €	2022 €
Raw materials and consumables	-	1,198

The replacement cost of stock is not materially different to the balance sheet values.

The amount of stock recognised as an expense in 2023 amounted to €1,198 (2022: €nil).

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10. Debtors

	2023	2022
	€	€
Amounts falling due within one year:		
Trade debtors	45,205	30,717
Prepayments	10,587	55,143
Other debtors	46,138	833-
	<u>101,930</u>	<u>86,693</u>

Trade debtors and other debtors are due within the company's normal terms, which is 30 days.

Prepayments mainly pertain to advance payment for maintenance of the website.

11. Creditors

	2023	2022
	€	€
Amounts falling due within one year:		
Trade creditors	10,295	142,575
Accruals	62,915	86,241
Deferred income	41,331	27,855
SOLAS creditor	70,953	-
Taxes and social insurance	48,442	50,332
	<u>233,936</u>	<u>307,003</u>

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Trade creditors, accruals and other creditors are payable at various dates in the next three months in accordance with the suppliers' usual terms and conditions.

Tax and social insurance are repayable at various dates over the coming months in accordance with the applicable statutory provisions. The taxes and social insurance creditor represent the amounts related to December 2023 salaries that are due for payment by direct debit on 25.01.2024. NALA confirms that it is fully tax compliant as at 31.12.2023.

Deferred income balances at year end comprise payments received in advance for membership fees and Plain English services that are attributable to year 2024 and grants for which terms and conditions have not yet been met.

The company confirms that it has no outstanding liabilities relating to its staff retirement benefits on 31 December 2023.

Movements in deferred income are as follow:

	2023	2022
	€	€
At 1 January	27,855	75,272
Deferred during the year	1,749,747	1,357,086
Credited to Statement of Financial Activities	(1,736,271)	(1,404,503)
At 31 December	<u>41,331</u>	<u>27,855</u>

12. Movement in Funds

Current Year	Balance at beginning of year €	Income €	Expenditure €	Balance at end of year €
Restricted funds				
Charitable activities	92,592	2,371,870	2,390,687	73,775
Unrestricted funds	863,638	317,540	225,947	955,231
Total funds	956,230	2,689,410	2,616,634	1,029,006
Prior Year	Balance at beginning of year €	Income €	Expenditure €	Balance at end of year €
Restricted funds				
Charitable activities	18,076	2,600,967	2,526,451	92,592
Unrestricted funds	765,474	261,708	163,544	863,638
Total funds	783,550	2,862,675	2,689,995	956,230

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Restricted funds are attributable to the following projects. These are expected to be completed in the subsequent years.

	Balance at beginning of year		Income	Expenditure	Balance at end of year
	€		€	€	€
Projects / activities					
EU Cito Project	43,784	-	-	-	443,784
EU Abedili Project	13,374	-	-	-	13,374
EBSN Project	35,434	10,023	28,840	16,617	
SOLAS Core Grant	-	1,972,507	1,972,507	-	
SOLAS Learn with NALA	-	250,000	250,000	-	
SOLAS ALL Innovation Fund	-	23,800	23,800	-	
SOLAS Literacy Outreach	-	75,540	75,540	-	
SOLAS Student Development Fund	-	40,000	40,000	-	
EAEA					
Total funds	92,592	2,371,870	2,390,687	73,775	

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13. The Funds of the Company comprise the following:

Current Year	Unrestricted	Restricted	Total 2023
	€	€	€
Fund balances at 31 December 2023 are represented by:			
Tangible assets	44,842	-	44,842
Debtors	101,930	-	101,930
Cash at bank and in hand	1,042,395	73,775	1,116,170
Creditors	(233,936)		(233,936)
Total net assets	955,231	73,775	1,029,006

Prior Year	Unrestricted	Restricted	Total 2022
	€	€	€
Fund balances at 31 December 2022 are represented by:			
Intangible assets	29,271	-	29,271
Tangible assets	38,940	-	38,940
Stocks	1,198	-	1,198
Debtors	86,693	-	86,693
Cash at bank and in hand	1,014,539	92,592	1,107,131
Creditors	(307,003)	-	(307,003)
Total net assets	863,638	92,592	956,230

14. Members' Liability

The Company is limited by guarantee, not having a share capital and consequently the liability of members is limited, subject to an undertaking by each member to contribute to the net assets or liabilities of the Company on winding up such amounts as may be required not exceeding €1.00.

15. Financial Instruments

	2023	2022
	€	€
Carrying amount of financial assets		
Financial assets measured at amortised cost	1,207,513	1,138,681
Carrying amount of financial liabilities		
Financial liabilities measured at amortised cost	73,210	228,816

Financial assets measured at amortised cost comprise cash at bank and in hand, trade debtors and other debtors.

Financial liabilities measured at amortised cost comprise trade creditors and accruals.

16. Operating Lease Commitments

Lessee

The Company's ten years lease of its business premises at Sandford Lodge, Sandford Close, Ranelagh, Dublin 6 commenced on 3 August 2017. The remaining period of the lease as at 31 December 2023 is 43 months. Rent expense recognised in 2023 amounted to €110,000 (2022: €110,000). Following a rent review during 2023 the agreed rent from 1 January 2024 until the end of the lease term is €115,759 per annum.

The total future minimum lease payments to be paid under non-cancellable operating leases as at 31 December are as follows:

	2023	2022
	€	€
Within one year	115,759	110,000
After one year but no more than five years	299,044	394,167
More than five years	-	-
	<u>414,803</u>	<u>504,167</u>

17. Related Party Transactions

During 2023 NALA Director Eleanor Neff was contracted by NALA to provide professional services to advance the work of NALA's Literacy Ambassador Programme in Irish Prisons. The arm's length contract agreed between the parties was approved in advance by the NALA Board of Directors and the amounts paid were recorded in NALA's related parties' register. Total fees paid to Ms. Neff in 2023 amounted to €4,000 and vouched expenses costs related to the programme amounted to a further €998.

There were no other related party transactions during the year which are required to be disclosed.

Transactions with Key Management Personnel

Other than as set out at Note 4 there were no transactions with key management personnel during the current or previous financial year.

18. Control

The Company is controlled by the board of directors.

19. Subsequent Events

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

20. Approval of Financial Statements

The directors approved the financial statements on 27 March 2024.



Looking to 2024

In 2024, NALA will agree a new work plan with supporting projects and success indicators to:

- collaborate on the implementation of the Further Education and Training (FET) Strategy and the Adult Literacy for Life (ALL) Strategy;
- advocate for and raise awareness of literacy as a human right and the need for more literacy friendly services and the use of plain language;
- provide information and learning opportunities to literacy learners;
- offer professional development and resources to literacy practitioners;
- deliver plain English editing and training services;
- generate and share research and best practice;
- communicate and collaborate with our members and stakeholders; and
- continuously improve and enhance our operations.

In 2024, NALA will launch a new Strategic Plan to guide our future activities and will work with the Adult Literacy for Life (ALL) Programme Office to implement and deliver the strategy. At all times, we will focus on supporting the furthest behind first and delivering our activities with ambition and accountability, energy and excellence.



Some terms, acronyms and abbreviations explained

Advocacy

Actively supporting or arguing for a cause, idea or policy. This may involve raising awareness, recommending particular actions and or speaking up for individuals' rights.

AGM

Annual General Meeting.

ALL

Adult Literacy for Life, a ten year adult literacy, numeracy, and digital literacy strategy.

Amortisation

When an asset or a long-term liability's value or cost is gradually spread out or allocated over a specific period. This helps offer a clear picture of a Company's economic performance.

Blended learning

This refers to a mix of different teaching and learning techniques. For example, a blended learning approach can combine face-to-face tuition with computer-based learning.

Chairperson

The Chairperson leads a Board of Directors.

CEO

Chief Executive Officer.

ChatGPT

Chat Generative Pre-Trained Transformer. This is an online tool that allows users to enter written prompts and receive new human-like text or images and videos generated by AI (Artificial Intelligence).

CHY

Charitable tax exemption number.

Constitution

This is a document that sets out what an organisation like NALA is, what it can do and how it is run.

CRA

Charities Regulatory Authority.

CRO

Companies Registration Office.

EBSN

European Basic Skills Network.

ESOL

English for Speakers of Other Languages.

ETB

Education and Training Board.

ETBI

Education and Training Boards Ireland - the national representative association for Ireland's 16 Education and Training Boards.

European Commission

The European Commission is part of the executive of the European Union.

EU

European Union.

FET

Further Education and Training.

Furthest behind first

The furthest behind first (principle in the United Nations (UN) 2030 Agenda for Sustainable Development) recognises that the needs of those with less than a QQI (Quality and Qualifications Ireland) level 4 qualification would be met first. For the furthest behind first, there must be enhanced and targeted opportunities and supports.

Integration of literacy and numeracy

Designing and delivering education and training programmes in a way that develops the course-related language, literacy and numeracy as part of the core subject.

Learning opportunities

The range of literacy learning options, such as individual and group tutoring, workplace literacy programmes and distance education.

Level (1 – 10) qualification

One of the 10 levels of qualifications a person can get in Ireland.

MOOC

Massive Open Online Course.

Mission

An aim of a group, an organisation or a person.

NGO

Non-governmental organisation.

Objectives

Planned results to be achieved within a stated period.

Outcome

Outcome means what happened or the result of something.

OECD

Organisation for Economic Co-operation and Development.

Partnership

Two or more people or groups working together on an activity or to reach a particular goal.

Plain English

A communication is in plain English "if its wording, structure, and design are so clear that the intended readers can easily find what they need, understand what they find, and use that information" (Source: **The International Plain Language Federation**).

Policy

A course of action adopted or proposed by an organisation or person.

Procedural rules

This document provides additional information on how certain things in an organisation like NALA are designed and managed.

Professional development (PD)

This is the way people can maintain, improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.

QQI

Quality and Qualifications Ireland.

Recognition of prior learning (RPL)

A process used to evaluate skills and knowledge acquired outside the classroom to recognise competence against a given set of standards.

RCN

Registered Charity Number.

SOLAS

The authority for further education and training.

Stakeholder

A person or group with an interest (a stake) in the actions or policies of an organisation, which means that they may affect the actions or policies and or be affected by them.

Strategic

Something that forms part of or relates to a long-term plan to achieve an aim.

VLE

Virtual Learning Environment.

The National Adult Literacy Agency (NALA) is a charity and membership based organisation. We work to support adults with unmet literacy, numeracy and digital literacy needs to take part fully in society and to have access to learning opportunities that meet their needs. NALA does this by raising awareness of the importance of literacy, doing research and sharing good practice, providing online learning courses, providing a tutoring service and by lobbying for further investment to improve adult literacy, numeracy and digital literacy skills.

National Adult Literacy Agency (NALA)

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Charity Number: 8506

Company Number: 342807



Rialtas na hÉireann
Government of Ireland



Có-mhaoiníthe ag an
Aontas Eorpach
Co-funded by the
European Union

SOLAS
learning works



**Adult
Literacy
for Life**

Adult Literacy is co-funded by the Government of Ireland and the European Union.