

I (T) A S



Annual Report 2023





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In 2023 the service was known as ITAS. While it has since rebranded to Tourist SOS, for the purposes of the Annual Report, ITAS will be used as the name of the service.

Message from the Chairperson, Gina Murphy

I am delighted to present our 2023 Annual Report. Within it, you will find the collective efforts and unwavering commitment of our team and supporters towards a service that we believe is essential and compassionate, helping tourists achieve positive outcomes when experiencing a crime or other distressing incidents.

2023 was the busiest in the history of ITAS in terms of service provision to tourists. 774 cases of tourist crime/distressing incidents were referred to the service, which involved assisting 1364 tourists. It was also a year of extensive activities and developments with the opening of a new ITAS office in O'Connell Street Garda Station and a comprehensive brand and communications strategic review.

ITAS, unique to Ireland, has continued to serve as a beacon of hope for those who have experienced the unthinkable while visiting our country. Each story and each individual that we have assisted, reinforces the importance of our mission and strengthens our resolve to make a positive difference to the experience of those affected by crime and trauma.

None of this would be possible without the generosity and support of our donors and partners. Your contributions, whether financial or in-kind, have made a tangible difference to the experience of countless tourists. Together we have created a network of support and kindness that goes beyond international boundaries. I would like to pay particular thanks to Helen McEntee, Minister for Justice and representatives from her Department, who understood and recognised, that to offer a quality and consistent level of service, 7 days a week, we required adequate staffing levels. We are extremely grateful to the Minister and her team for committing to fund 3 full time Support and Information Officer positions, with a fourth position planned for 2024.

Our strategic focus continued to be on our branding and communications strategy and this was approved by the Board in July. We are very much looking forward to this next phase of implementation and the re-branding of the service to Tourist SOS. I would like to express my heartfelt thanks to Fáilte Ireland for funding this project and for agreeing to fund its implementation over the coming years. We truly appreciate this future commitment to the service into the future. I would also like to thank our consultant Donogh Lane from Brand Led

Growth for carrying out a thorough and professional process and engaging with our main stakeholders to ensure a comprehensive strategy. We look forward to continuing our work towards full implementation of our new brand so it becomes synonymous with how we take care of distressed visitors.

A significant milestone for the Service was our expansion to O'Connell Street Garda Station. It was a very proud moment to see our name on the main street of our capital city, alongside the Garda name and insignia and we believe it will allow many more tourists to access support. The service model has always been to accommodate the office within a garda building, allowing for swift referral of tourists in need of immediate assistance. I would like to take this opportunity to thank Supt. Jarlath Lennon, Store Street, Insp. Mairead Scanlon, O'Connell Street and Supt. Dermot McKenna, Pearse Street for their continued support. We believe our partnership with the Gardaí is beneficial to all concerned and ensures Gardaí can carry on with their other duties, knowing tourists are in safe hands.

On behalf of the board, I would like to extend our deepest gratitude to the ITAS team of staff and volunteers whose unwavering commitment has been the cornerstone of the Service's success. Their tireless efforts have made a profound impact on the lives of tourists in need of support. Thank you for your invaluable contributions and for embodying the spirit of ITAS.

And finally, I would like to thank the management team of Lisa Kennedy, CEO and Pat Mullaney, Service Manager for their leadership, dedication and commitment to the service and to my fellow Board members who gave of their talents and time willingly to steer the organisation to bigger and better things. We look forward to continuing our work as Tourist SOS.



Gina Murphy

Message from the CEO, Lisa Kennedy

I am pleased to highlight the service's endeavours in supporting international visitors who have been affected by crime or other distressing incidents, in what has been our busiest year yet. While there have been challenges along the way, our commitment to supporting and helping those affected remained unwavering.

The team supported 1,364 tourists throughout the year. This was a marked increase to the 675 tourists assisted in 2022, and 33% higher than our previous busiest year in 2019. The majority of cases were theft-related, with ID documents, bank cards and cash generally among the items stolen. There were also many 'lost property incidents' with tourists leaving their items in taxis or on public transport and we were also able to help in these situations of distress.

Throughout the year, we have provided comprehensive support to tourists and those accompanying them, offering a range of services tailored to their specific set of circumstances. From information and support in the aftermath of an incident to reassurance and practical support for tourists to ensure a quick return to enjoying their holiday, our dedicated team has been there every step of the way. I would like to take this opportunity to offer my sincere gratitude to Pat for his dedication and for keeping everything running smoothly and the team for all that they do and for their commitment often staying well past closing time to ensure a tourist gets the support needed. For the kindness and empathy they show to everyone who walks through our doors. I can say without hesitation that they are a fantastic team to work with. They receive wonderful acknowledgments from tourists they have assisted and I would urge you all to read them in this report, as my words do not do them or their work justice.

We maintained our strong partnership with An Garda Siochana and in July 2023, and opened an office in the newly opened O'Connell Street Garda Station. Unfortunately, we were hampered by technical difficulties and were not able to operate a full service in 2023. However, Pat Mullaney, Service Manager and the team have built up a great rapport with Garda members working in the station and they, having seen the team in action, are very confident in referring tourists to us for support. O'Connell Street Garda Station will be our flagship office and we look forward to building on this into the future.

In early 2023, the service had a severe staffing crisis, with only a small number of part-time staff available to us to operate a seven-day service. Were it not for the dedication of our volunteers, we

may have had to limit our operation. Our volunteers, many of them former staff, came back to assist us and with many working two full days each week, to help out. It shows the true spirit of volunteerism and is also a testament to their generosity and commitment to the service and the work that we do. My sincere gratitude for all that you continue to give to ITAS.

With the opening of our new office, we recognised that we could not continue to operate with only part-time staff. After a meeting with the Department of Justice, we received approval to employ full-time Support and Information Officers. I would like to take this opportunity to thank the Minister and her team for recognising the value of the work ITAS does, in minimizing the trauma and consequences of being a victim of crime abroad. Your support has allowed us to offer a consistent level of service year-round.

Working on our rebranding and communications strategy has been another highlight of the year. It has been a pleasure to work with my board and stakeholders to develop and rebrand the service so we can communicate our message more effectively and to a wider audience. By re-branding to Tourist SOS, it will be easier for tourists, Gardaí and the industry to remember and understand more quickly the type of service we provide. I would like to thank Fáilte Ireland who has been unwavering in their commitment and support for this project and also to Brand Led Growth for their strategic leadership throughout the process. We look forward to continuing our work with both organisations in implementing our strategic vision and ensuring Tourist SOS is part of best practice for all our stakeholders when assisting a distressed international visitor.

We could not offer comprehensive support to tourists were it not for the support of many organisations either through financial or in-kind contributions. My gratitude to you all for your continued support. We look forward to working with you in 2024 to ensure positive outcomes for those tourists encountering a crime or other distressing incidents.

Thank you to my board for their dedication, expertise and trust in me and the team. We all remain committed to our mission of providing comprehensive support to tourists. In the coming year, we will continue to adapt to evolving challenges, strengthen our partnerships and enhance our services to better support those who need our help.



Lisa Kennedy

Client Testimonials

Thank you, thank you so much, thank you very much...

These words will never be enough to tell you how grateful I feel for your precious help and assistance all along the day yesterday. I do not know what - and how - I would have done without you.

I am now on the way to the airport. I hope check-in and boarding will be without problems.

I'm finally at my home in Amsterdam. I'd like to thank you for everything that you did for me, for your help and support in this situation.

....., a special thank you for being so involved in this matter, for your help and for not being indifferent. I want to believe that everyone gets what they deserve. I sincerely wish you all the very best.

I misplaced my passport in Dublin on the first of a 17-city stay that would take us through 10 countries. I didn't discover it was gone until the security checkpoint for our flight to Scotland. My family caught the scheduled flight, and as I was "certain" that it was in my checked luggage I had planned to catch a later flight. And of course, after our luggage (not just my bag, but all four bags because the luggage was all under my name) was pulled it was clear that I was in trouble. It was nowhere to be found. ... You were the life-ring I desperately needed at a severe low-point in my life. My family was in Scotland without any luggage, the earliest appointment with the Embassy was a week out. You calmed me down, shared the necessary paperwork, and offered to directly reach out to the Embassy. ... By early afternoon the next day I was on my way to Scotland :) The hand-off from the Garda rep, to you, and on to the Embassy rep was flawless. And I was able to get a good night's rest that night knowing that a solution WAS imminent and that I would be soon reunited with my family. It was a 180 degree turn-around in the space of a few very hectic and stressful hours and I am 'so' appreciative that you and your team were there to help !!!

I came into your office at Pearse Street Garda Station yesterday. I was with my student, who had lost her ID card (or had it stolen), just as we were heading home to Germany with our group of 32 students. Thanks to your help, we got my student home to her family safely.

So long story short: When I first walked into the police station, I thought for sure that my student and I would have to stay behind in Dublin when the rest of the group went home. I never would have thought it possible that we'd be able to make our flight. When I walked out of your office, I was optimistic. My student felt confident and relieved as well. I was able to get her back to her family as planned.

You really did work miracles and we are beyond grateful!

Thank you!

Thank you so much for your fantastic assistance to us this afternoon. We had spent 4 days trying to track down our bag which had been lost on an Aircoach bus on Saturday without the least success. Within 10 minutes of meeting you the bag had been located, you had spoken to the person who had the bag, and given us clear directions on where to go and how to get there. We have just come back from the airport having retrieved our bag. Your help was a model of kindness, efficiency, and effectiveness that has transformed the last week of our vacation in Ireland. Please continue this excellent work!

As per the card you gave us, we did get home last Tuesday evening, thanks to your help and support. The Aer Lingus man at Dublin Airport listened to the story, carefully read the report you gave me, let me proceed and hoped we would get home OK.

Again, we greatly appreciated all your efforts on our behalf and the time you gave us last Saturday morning.

And we wish you continued success in the valuable service you are providing to visitors.

We were in your office on a late afternoon - the first day of our arrival in Dublin - to lodge an unfortunate incident which occurred. Thank you so very much for your kind & concerted efforts in ensuring that we received the necessary assistance in getting proper travel documents so that we can return home safely.

Thank you very much for your quick and uncomplicated help. We were at your office because my mother's wallet (including passport) was stolen. Everything went well at the airport and we were able to fly back yesterday afternoon as planned.

Thank you so much for your commitment! Really great that your organization exists.

...No luck (so far) with my stolen passport or my wallet. But everyone I've told my sad story to has been more than kind and supportive. THAT is the memory of Dublin I will take home with me! Thank you for your part in it!

You were so helpful and gracious, including reaching out to us the following day to check on how we had done that morning at the Embassy. Because of people like you and those who continue to work towards justice, I feel as if the world has a bit of more light shining in its otherwise quite dark times. Even if none of my other items can be returned to me, I feel that the situation has had a good conclusion. My very best to you and your colleague who were so helpful to us.

The reason for this statement is to send you my thanks for your treatment and for your involvement... helping me and pointing me out the steps to take to solve the serious problem that had brought me to you.

I was attended to in your offices on November 25th... my wallet with all my documentation had been stolen, on the bus, on the way from the airport to O'Connell Street. I would like to remind you that after the stopover in Dublin, I was flying to New York on Tuesday the 28th, with the rest of my family.....In the end, I managed to make that trip to New York... Without your help, it wouldn't have been possible... Thank you so much. You are excellent professionals, as well as great people. Thank you so much. Wish you a Happy Holidays. A big hug

Overview

With people being able to travel freely again, we saw more visitors to Ireland and therefore an increase in the number of tourists seeking support, which resulted in us assisting 1,364 tourists, the highest number since our beginnings in 1994. This increase, along with our expansion to O'Connell Street Garda Station, carrying out a strategic review and employing 3 new staff members made for a busy but very productive year.

Brand and Communications Strategic Review

With support from Fáilte Ireland and under the guidance of Brand Led Growth, our consultant conducted several workshops where representatives from the staff, board and stakeholders were on hand with their knowledge to help with the strategic review. One of the first things that was agreed was our brand vision and purpose.

Vision: To be synonymous with how Irish people take care of tourists in difficulty, turning traumatic experiences into positive outcomes.

Purpose: To ensure every visitor has the care and support they need if things go wrong, and can get back to having a great experience in Ireland.

Our consultant got to work undertaking research and meeting individually with our stakeholders and a plan of how to achieve our new communication purpose and vision began to emerge and the following priorities were agreed upon.

1. Generation of new brand name
2. Website redesign
3. Collateral update, including logo design
4. Communication Plan to Stakeholders

With our strategic review undertaken and a clear direction established, Fáilte Ireland very generously agreed to continue on this project with us and approved funding for the implementation of the strategy. Work began in late 2023, with our immediate priority being the re-branding of the service. Very quickly a new brand name and identity was agreed upon – Tourist SOS. We have already received positive feedback on the new name and we look forward to launching it and the accompanying website in 2024.

Expansion of the Service to O'Connell Street

In March 2023, O'Connell Garda Station opened to great fanfare bringing increased garda visibility and a sense of safety to those working and visiting the main street of the capital and its vicinity. Since July 2023, it has also hosted an office for ITAS to assist international visitors encountering incidents from thefts to lost property, ensuring a seamless experience from reporting through to receiving support.

As with every expansion or move, there are always unanticipated challenges. We experienced some technical issues which prevented us from being fully operational over 7 days. This has resulted in fewer referrals than anticipated, however, I am delighted to say that these issues have now been resolved and the service is fully up and running. The O'Connell Street office will be our flagship office and we look forward to working with the Gardaí and the local tourism operators to make a positive difference to the experience of tourist crime victims.

With the expansion to O'Connell Street and the backing of the Dept. of Justice, we embarked on moving from full utilisation of community employment scheme (CES) personnel for our frontline operation to employing 3 full-time staff members. This was a critical decision as the service has employed CES staff since its inception in 1994. However, with continuing declining numbers applying for such schemes and to secure the future viability of the service, ITAS needed to employ staff for its frontline operation.

This has had a very positive impact, providing more consistency and better planning and efficiencies overall. Tourists benefit greatly as they do not have to relay their situation to multiple staff members if they need to return to the service for further support. Staff can devote more time to following up on situations and collaborating with relevant parties. Management efficiencies are also gained through less administration, recruitment and training.

Working with our Partners

Our promotional efforts are, as always, concentrated on our main stakeholders - Gardaí, the tourism and hospitality industry and embassies - to ensure that should they come in contact with a tourist in need of support, they are aware of the service.

Gardaí

As Gardaí accounts for the majority of referrals to the service, ITAS must continue to ensure that all members engaging with victims are aware of the different challenges faced by a victim who is a tourist and the importance of support in the immediate aftermath of a crime. It is also essential that tourists receive a written report of their incident as it is particularly essential when applying to their embassy for emergency passports or other help from ITAS, including the rescheduling of flights.

ITAS information and best practices when dealing with tourists were sent to Gardaí through various platforms and at several times throughout the year as a reminder to inform and refer tourists to the service. Nine training presentations were also delivered to Garda probationers undertaking Continuous Professional Development (CPD) in DMR South Central, DMR North Central and DMR North. Garda civilian staff working on the public desk in Store St. Garda Station were also briefed on the service. These awareness programmes are a great opportunity to inform Gardaí and civilian staff about ITAS and the benefits of directing tourists to the service.

Throughout the year, ITAS also worked with Garda National Protective Bureau (GNPSB) to raise awareness of the service and ensure Gardaí had ITAS information at hand to assist a tourist. The GNPSB was also very much involved in the development of our brand and communications strategy and I would like to thank them for their assistance and support. We look forward to continuing to work with them throughout 2024 to deliver our new strategy.

Tourism and Hospitality Industry

Ensuring the safety and security of international visitors is vital for any country. Having support services available if things go wrong, significantly impacts tourist confidence in the country they are visiting. Tourists who feel supported and cared for during a distressing situation are more likely to feel positive about the country and the people and to visit again.

It is therefore extremely important that we make those working in the industry aware of the existence of the service so they are in a position to direct tourists for support. With limited capacity and resources to allow us to reach all sectors of the industry, we have struggled for many years to get our message out effectively. However, in 2023, information on our service was distributed to :

- Tourist Information Centres
- English Language Schools/International offices in universities
- Tourist attractions and OPW sites
- Business Improvement Districts
- Independent Tourism organisations/centres
- Festival and event organisers
- Inbound tour operators

During the year, ITAS worked with tourism trade member organisations to promote the service through their websites, e-zines and social media platforms. We also gave a briefing to Dublin Town's Safety Wardens and the team at the Big Bus Tours. I would like to thank the many organisations that assisted ITAS in raising its profile throughout the year, your support is very much appreciated.

Embassies

Embassies play a crucial role in providing support and assistance to their citizens while travelling abroad, particularly in the area of consular support when travel documents have been stolen. ITAS liaises regularly with consular teams to ensure that we have the correct information and procedures regarding the reissuing of emergency travel documents.

We were delighted to have been invited by the Dutch Embassy to give a presentation at a meeting they were hosting for EU embassies. With approx. 20 European embassies present, it was a great opportunity to showcase ITAS and inform consular staff about the service we can provide to their citizens.

We also hosted several embassy meetings, many taking place at our new offices on O'Connell Street. These meetings were a great opportunity to meet face-to-face with consular teams and helped facilitate the exchange of procedural information and requirements for both ITAS and the relevant embassies.

Meetings took place with the following embassies: American, Austrian, British, French, German, Italian and Swiss.

In 2023 we referred 301 tourists to their embassies for further assistance, mainly for the issuing of emergency travel documentation. While most of these appointments take place during the week, there are occasions when a consular team will come in over the weekend to issue documentation so their citizen can travel as planned. We would like to take this opportunity to thank all the embassies we worked with in 2023 and we look forward to continuing to build our relationships in 2024.

Funding & Support

We are extremely appreciative of the support we received from our funders, both statutory and corporate. To our corporate funders, who after many very difficult years, re-committed to assisting the service, we thank you for continuing to recognise the value of our work. To our statutory funders, we are very grateful for the increase in funding to the service, which underlines the importance you place on ensuring the service is adequately resourced and can carry out its function.

Complimentary Support for Visitors key strength

One of the key benefits of the service is the complimentary range of support we receive from the tourism and hospitality industry. These complimentary supports can be a lifeline for tourists who have been victimised and are stranded in a foreign country feeling overwhelmed and vulnerable. These supports promote a feeling of being cared for and looked after in their time of need.

We are extremely grateful for the generosity of our partners who continue to support ITAS. The following is a list of some of the complimentary support we receive: ***Hotel & Hostel accommodation; Rescheduling of airline flights and authorising travel for tourists whose passports have been lost/stolen; Rescheduling & complimentary ferry tickets; Restaurant, Retail and Sightseeing vouchers; Transport by bus, dart, and train; GP visits and advice, passport photographs from photographic outlets.***

Other Support

On some occasions, ITAS is not in a position to assist a visitor, due to their particular circumstances. Some have nobody from whom they can receive money and no return ticket, while others do not want to return home as they may have travelled to Ireland in search of work. As our support focuses on short-term assistance, ITAS refers these visitors to other agencies that can support them in the long term. We would like to thank the following organisations for their support and assistance: Focus Ireland, Simon Outreach, Capuchin Day Centre, Asylum Seekers Unit, Emergency Accommodation Unit and the Barka Foundation.

We would also like to thank Dublin City Council's Refuse Collection Services whom we reach out to regularly, to keep an eye out for passports and wallets that have been stolen and have been discarded in bins around the city. On many occasions, they have returned items to our

offices and we would like to thank them for going out of their way to do this. We would also like to thank Dublin Bus Depots/Dublin Express and Aircoach who we contacted repeatedly regarding property that may have been lost on their buses. Our thanks also to the Taxi Regulator for tracking down drivers where tourists had left property including passports, and wallets in their taxis.

Finally, our sincere thanks to South Dublin Voluntary Groups, the Ballyfermot Chapelizod Partnership and the Department of Employment Affairs and Social Protection for providing Community Employment (CE) and TUS staff to ITAS. While we currently only have one staff member on the programme, these schemes have been hugely important for the operation of the service over many years.

Analysis of Client Contacts

773 crime and other distressing incidents were referred to ITAS, with the service supporting 1364 tourists in total. This is a 76% increase on the 2022 figure of 438, and marks a 33% increase on our 2019 figure, the last year unaffected by Covid 19.

1164 (85%) tourists visited the office for support. The majority had been victims of theft in the city centre and availed of support at the garda station when reporting their incident. When tourists are in shock and distressed, face-to-face interaction with people who have the knowledge and expertise to help in these situations is of great benefit and is particularly helpful where English is not their spoken language.

Visiting the offices also allows the team to better assess a tourist's particular needs and prioritise assistance. It also allows tourists to contact their support network of family members, and to liaise with banks/insurance companies/embassies etc. While tourists' immediate needs can generally be resolved within several hours, depending on their circumstances, they may return to the office for many days until all issues are resolved. In 2023, the number of days involved in casework totaled 987.

With Ireland, and in particular, Dublin, continuing to be a popular weekend destination for international travel, 31% of assistance to tourists was provided during weekends, a decrease from last year's figure of 41%, as we have noticed a more even spread of tourist using the service throughout the week.

Sources of Referral

Most tourists learn of the service when reporting their incident to the Gardaí however, there are still many tourists not accessing support, therefore we must continue to inform Gardaí of the service so they can fulfil their legal obligation of informing victims of support.

Gardaí referred a total of 566 cases (73%) to ITAS, with 545 incidents referred by Dublin Garda stations. As Pearse Street Garda Station is the busiest station in the country in relation to reported tourist incidents Gardaí there, referred the largest quantity of tourist cases to ITAS (69%). This was followed by O'Connell St (47), Store Street (43), Bridewell (16), Kevin St (11) and Mountjoy (9).

While referrals of tourists from Garda Stations outside Dublin continued to decline, we are optimistic that our new branding and communications strategy coming on stream in 2024 will better inform Gardaí on how the service can be a useful resource in their work with tourist crime victims.

ITAS also received referrals from embassies (30), the tourism industry (15) and other sources (19). In 143 cases tourists contacted ITAS directly requesting assistance.

Gender and Age

59% of tourists assisted by ITAS were female, which is similar to last year's figure of 58%. For many years, tourists in the age category 18 – 45 years were the main users of the service. (approx. 68% in 2022 compared with 47% in 2023). However, this changed last year and we saw an increasing number of tourists aged 46 years and over (49%), turning to ITAS for support compared with 27% in 2022.

The largest age category accessing support was the 55-66 age group (21%), compared with 11% in 2022. This was followed closely by the 26-35 age group (19%), the 17-25 age group (16%) and the 46-55 age group (16%). Other age categories: 36-45 (12%) 66+ years old (11%), and under 18 (accompanied by parents/guardians) (4%). 1% of the age category is unknown.

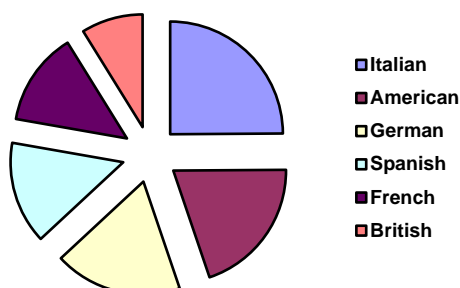
Main Types of Crime

ITAS deals with all categories of crime, however, in general, tourists are targeted for opportunistic thefts and this is reflected in the figures recorded by ITAS. 94% of tourist crime victims seeking assistance from the service were victims of theft, which included incidents of 'Theft from Person' (431), 'Theft from Car' (13), and "Fraud (16). There were 16 incidents of personal crime referred to ITAS including assaults and robberies.

Distressing Incidents

Referrals of these types of incidents continue to rise and in 2023 ITAS assisted in 287 such cases. Due to our experience and contacts with embassies and other organisations, Gardaí often contacts us to assist in distressing but non-crime situations. Incidents can vary from a tourist missing their flight to medical emergencies. However, the vast majority are incidents of 'Lost Property' - while some may be thefts, with no witnesses to a crime and no CCTV, they are categorised as 'Lost Property incidents. Tourists experiencing these types of distressing incidents are very much in need of help and ITAS is there to assist in these situations.

Client Nationality



ITAS assisted 1364 international visitors from 72 countries around the world. Italian citizens were the main nationality that availed of support from the service, which was closely followed by American and German citizens. The nationalities listed below made up 69% of tourists availing of support from ITAS. A full breakdown of nationality is available on page 24.

Italian	234 people (17%)	Spanish	138 people (10%)
American	187 people (14%)	French	126 people (9%)
German	172 people (13%)	British	83 people (6%)

ITAS referred 301 tourists to their embassies for further assistance. The main embassies ITAS worked with were the American Embassy (68), Italian Embassy (56 cases), German Embassy (43 cases), Spanish Embassy (27 cases) and French Embassy (23 cases).

Assistance Provided

Tourists whom we assist can be very upset and feel overwhelmed and vulnerable. Allowing them to tell their story is a very important aspect of the work we do and lets us respond in an empathetic way, ensuring tourists know that someone cares about their situation.

Tourists are very reassured that help is available and relieved that they are not left to take care of the consequences on their own, in a country they are not familiar with. The service we provide is short-term and centres on reassurance, information and guidance. Support is tailored to a tourist's particular needs and circumstances, with our ultimate aim being to provide a speedy response so tourists can get back to enjoying a great holiday in Ireland.

Practical assistance includes but is not limited to mediation and liaison with financial institutions, insurance and car hire companies; assistance with replacing travel documents, rescheduling flights, local transport and helping tourists report their incident to the Gardaí. ITAS works with many agencies and organisations to ensure comprehensive support is provided to tourists.

We also work closely with several airlines, airline handling partners and ferry companies to facilitate travel, and where immigration clearance was granted, 155 tourists were allowed to travel when passports/ID's were stolen. We continue to be very appreciative to the airlines for facilitating these requests as it means tourists are not forced to miss their scheduled flight and can return home as planned. If travel by this means wasn't possible, some airlines facilitated a complimentary reschedule of a tourist's flight until travel documentation was received from their embassy.

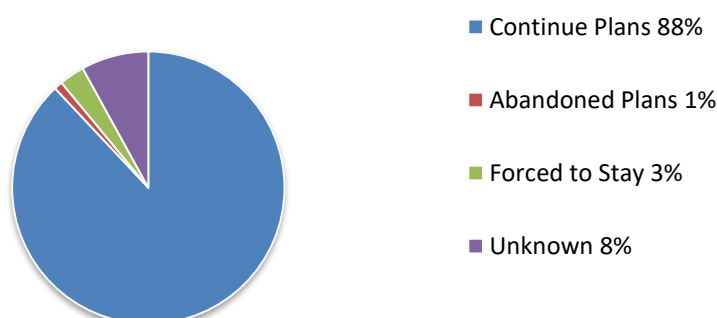
In emergencies where tourists' cash and cards have been stolen, through support from accommodation providers, ITAS was able to secure complimentary accommodation and meals in the short term until tourists received money from home. In many instances, tourists are not travelling alone and can count on financial support from those in their group in these situations.

We also assisted with retail vouchers where luggage had been stolen and emergency supplies were required and as a goodwill gesture, tourists also benefitted from complimentary sightseeing vouchers allowing them to continue enjoying the attractions of the city.

With many tourists requiring transport to get to their embassy, to the airport, or some location in Ireland, we are very grateful to local and national transport organisations for facilitating complimentary transport by bus, rail and DART.

Trip Status

88% of tourists were in a position to continue their holiday plans after receiving assistance from the service. 3% of tourists were forced to stay – the most common reason for this was tourists needing to obtain emergency travel documents/visas from their embassy. 1% had to abandon their plans, due to the consequences of the crime, and the trip status of 8% of tourists was not accounted for.

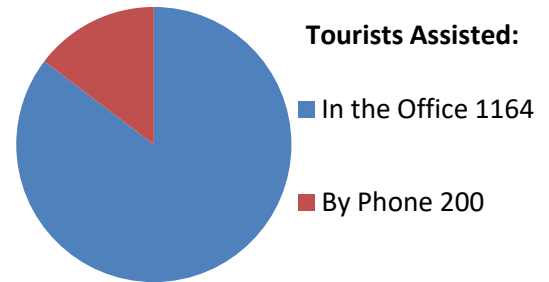


2023 Statistics

Number of Incidents 773

Cases assisted in the office	662
Cases assisted by phone/email	111
Number of casework days*	987

Number of people involved	1364
Face to face assistance	1164
Assistance by phone/email	200

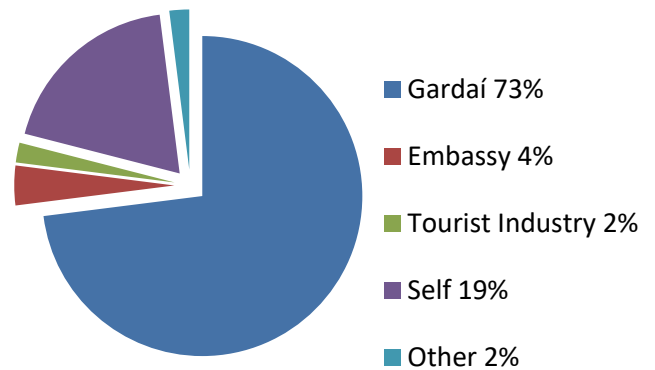


*many cases take several days to resolve

Cases Assisted 773

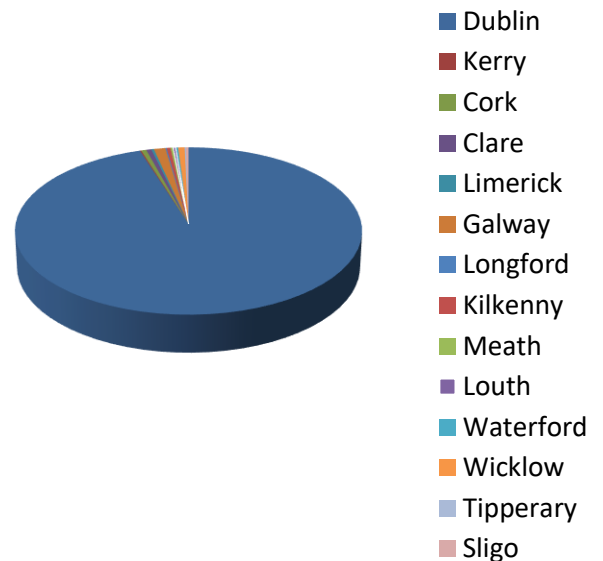
Contacts to ITAS Via:

Gardaí	566
Embassy	30
Tourism Industry	15
Self	143
Other	19



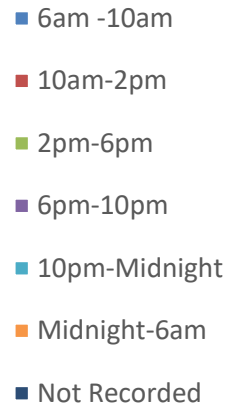
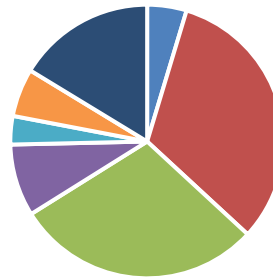
Contacts by County

Dublin	734
Galway	9
Wicklow	6
Clare	4
Cork	4
Kilkenny	3
Limerick	2
Sligo	2
Waterford	2
Louth	2
Meath	2
Longford	1
Kerry	1
Tipperary	1
TOTAL	773



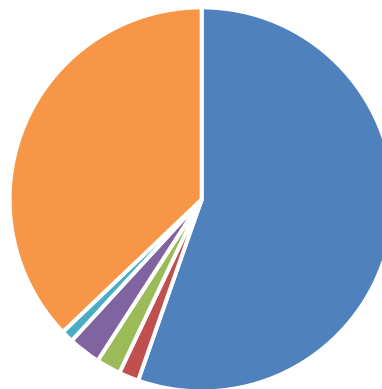
Time of Occurrence

6am-10am	36
10am-2pm	249
2pm-6pm	226
6pm-10pm	66
10pm-Midnight	26
Midnight-6am	44
Not recorded	126



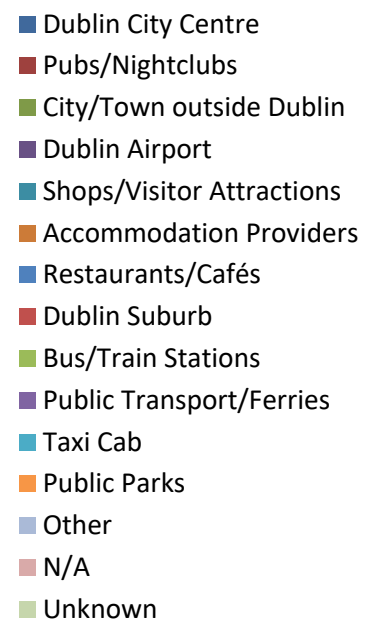
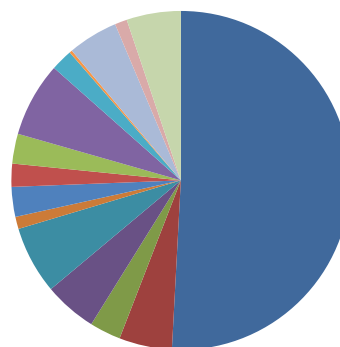
Main Incident Types

Theft from the Person	431
Theft from MPV	13
Fraud and Deception	16
Personal Crime	16
Other Crime	10
Other Distressing Incidents	287



Location of Incidents

Dublin City Centre	393
Pubs/Nightclubs	39
City/Town/outside Dublin	23
Dublin Airport	39
Shops/Visitor Attractions	50
Accommodation Providers	9
Restaurants & Cafés	22
Dublin Suburb	17
Bus/Train Stations	22
Public Transport/Ferries	55
Taxi Cab	16
Public Parks	2
Other	37
N/A	9
Unknown	40



Age Groups 2022	Total	Female	Male
Under 10 Years	15	9	6
10-16 Year	46	22	24
16-25 Years	212	136	76
26-35 Years	257	132	125
36-45 Years	164	85	79
46-55 Years	215	147	68
55-66 Years	281	168	113
66+ Years	158	98	60
Unknown	16	7	9
	1364	804	560

Items Stolen/Lost Property

Cash (Approx. €141,121 stolen)	321
Passports	135
National Identity Cards	194
Credit Cards/Bank Cards	663
Driver Licences	123
Luggage	3
Jewellery	5
Laptops	5
Medication	2
Mobile Phones	23
Cameras/Camcorders	2

Complimentary Assistance

Telephone Calls (to banks, family, Insurance etc)	560
Referrals to Embassies	301
Complimentary Reschedule of Flights	13
Airline Travel with ITAS1 & other form of ID	155
Garda Liaison	120
Accommodation	6
Money Transfer	14
Interpreting	24
Meal Vouchers	14
Complimentary Transport	33
Sightseeing/Retail Vouchers	24

Client Nationalities

Afghan	2
Algerian	1
American	188
Argentinian	8
Armenian	1
Australian	23
Austrian	10
Belarussian	1
Belgian	16
Bolivian	1
Bosnian	1
Brazilian	29
British	83
Bulgarian	2
Burmese	1
Canadian	21
Chilean	5
Chinese	21
Croatian	1
Czech	6
Danish	4
Dutch	19
Filipino	4
French	126
German	172
Greek	7
Hungarian	5
Indian	14
Iranian	1
Iraqi	1
Irish	25
Israeli	3
Italian	234
Japanese	4
Kazakh	1
Latvian	3
Luxembourger	5
Malaysian	11
Maldivian	1
Mauritian	1
Mexican	9
Moldovan	1
Mongolian	4

Client Nationalities Cont'd

Moroccan	1
Nepalese	2
New Zealander	2
Nigerian	1
Norwegian	1
Omani	1
Pakistani	1
Paraguayan	1
Polish	12
Portuguese	37
Romanian	14
Saudi	3
Singaporean	3
Slovakian	6
Slovenian	4
Somalian	4
South African	5
South Korean	3
Spanish	138
Swedish	5
Swiss	7
Taiwanese	2
Thai	3
Tunisian	1
Turkish	10
Ukrainian	17
Uruguayan	2
Vietnamese	1
Zimbabwean	1
Total	1364

Nationalities referred to their Embassies

American	68
Argentinian	2
Armenian	1
Australian	4
Austrian	3
Belgian	6
Bosnian	1
Brazilian	7
British	2
Bulgarian	1
Canada	6
Chinese	4
Czech	2
Danish	2
French	23
Germany	43
Greek	1
Hungarian	1
Indian	2
Iraqi	1
Israeli	2
Italian	56
Japanese	2
Latvian	1
Malaysian	3
Mexican	2
Mongolian	2
Polish	5
Portuguese	3
Romanian	2
Slovenian	1
South African	1
South Korean	1
Spanish	27
Swedish	3
Swiss	4
Taiwanese	2
Tunisian	1
Ukrainian	1
Uruguayan	1
Vietnamese	1
Total	301

ITAS Board Members

A board of 9 directors oversees the operation and leadership of the Service. During the year, due to his imminent retirement, Harry Carberry resigned from the board – we are sincerely grateful to Harry for his dedication and commitment to the Board and we would like to wish him all the very best in his retirement. We welcomed two new members in 2023, Clare Duignan and Stephen Faloon.

The Board of Directors are voluntary and are not paid for the work that they do and do not receive expenses for attending board meetings.

Board Members in 2023

Gina Murphy — Chairperson

Kasia Debska – Company Secretary

Harry Carberry – (Resigned May 2023)

David Chawke

Clare Duignan - (Elected November 2023)

Stephen Faloon - (Elected September 2023)

John Gilligan

Catherine Keegan

Conor O’Kane

Garrett Power

Governance Obligations

ITAS complies with the Charity Regulators Governance Code and continues to monitor its effective implementation. 5 Audit and Risk meetings were held in 2023.

ITAS also continues to comply with its legal obligations, including the General Data Protection Regulation (GDPR), Health and Safety and company and employment legislation.

The Irish Tourist Assistance Service is a Company Limited by Guarantee and not having a Share Capital, registered number 406419. ITAS holds charitable tax exemption from the Revenue Commissioners CHY No. 16729 and is also registered with the Charities Regulatory Authority RCN 20060961

Irish Tourist Assistance Service / Tourist SOS

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Tel: +353 (0) 1 661 0562

Tel: +353 (0) 1 666 9354

Business Registered Office

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Dublin 2

Opening Hours

Monday – Saturday

10am - 6pm

Sundays and Public Holidays

12pm - 6pm

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www.touristsos.ie