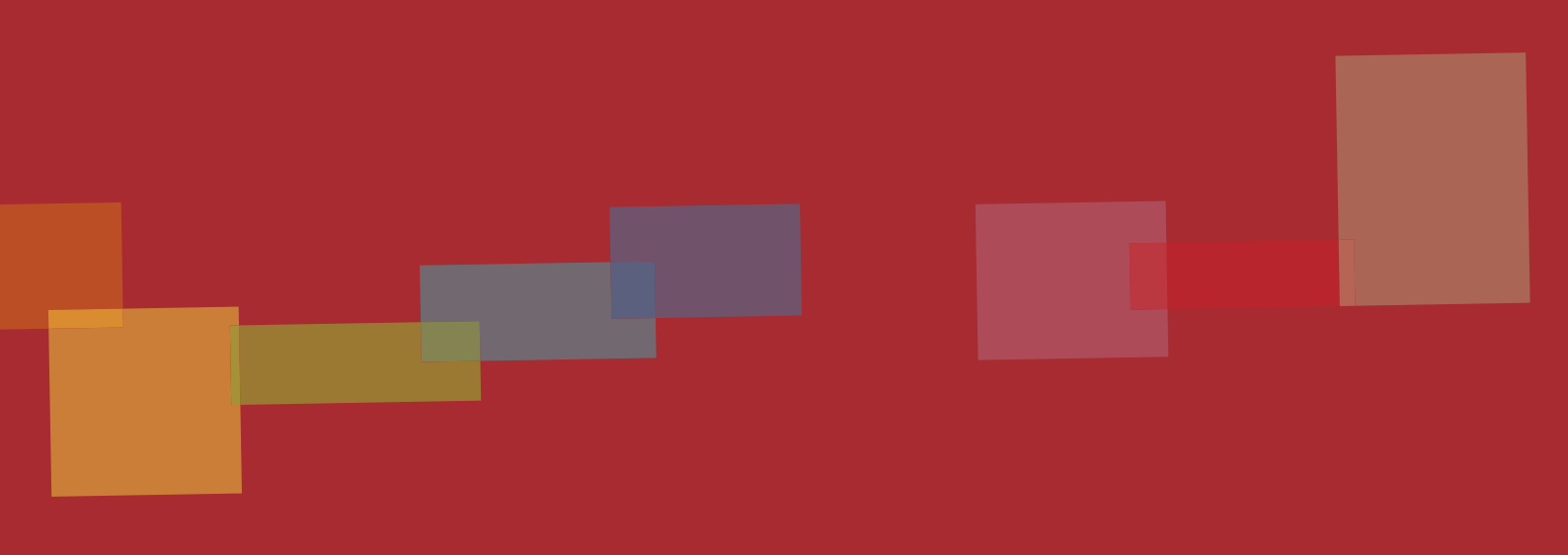


ALONE

Supporting older people
to age at home



Annual Report 2018



ALONE is a national organisation that supports older people to age at home. We work with all older people, including those who have difficulties with loneliness, ill health, poverty, poor housing or homelessness.

We support them through these challenges and enable them to access the relevant services to live happily in the community. Our volunteers bring friendship and support to every older person. All our services are quality approved.

Our Vision is a society where older people are included as valued and empowered members of the community.

Our Mission is to support older people to age at home, through Support Coordination, Befriending, Housing, BConnect technology and community, and Campaigning.

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WHAT WE DO

Support Coordination

ALONE's Support Coordination service works with older people who need extra support to age at home. Support Coordinators work with the older person to assess their immediate situation and create a support plan to address their needs. Staff maintain contact with the older person as required to ensure long term solutions have been achieved.

Befriending & Support

ALONE's Befriending & Support Service provides companionship to older people who are socially isolated through a weekly volunteer visit or telephone call. Volunteers provide support with practical tasks and basic advocacy. The Befriending & Support Service is designed to alleviate the negative impacts loneliness has on mental and physical health. All ALONE volunteers are trained and supported by professional staff. If the older person's needs change, staff review supports that may enable the older person to remain living at home.

Housing

ALONE's Housing provides homes to older people who are homeless or at risk of homelessness and need a level of support. Our housing team provide housing & facilities management and tenancy support to our tenants. Our Support Coordinators work with each tenant to ensure they have the relevant services and supports they need to live independently. The level of support an older person receives is based on their changing needs. Every ALONE home is age-friendly and is maintained to a high standard.

BConnect

ALONE's BConnect service connects organisations and individuals with the knowledge, training, and technology they need to support people to live independently at home. We aim to increase efficiency of services across Ireland and prevent duplication of services. The BConnect technology platform includes a Management Information System (MIS), mobile apps, and assistive technology solutions.

CHAIRMAN'S MESSAGE



I am pleased to present this Annual Report for 2018.

I am honoured to have been appointed Chairman of the Board of Trustees of ALONE, having taken over from Eddie Matthews, who has done exceptional work over the last two years and led ALONE through a period of huge development. I hope to be able to repeat this work.

In recent years the Board of Trustees has worked hard to support ALONE in developing and improving its governance structure and ensure the organisation's continued sustainability as we increase the number of older people we support.

Every year we learn more about the unique challenges experienced by older people in Ireland and every year we innovate and work to find the most effective solutions, so that we can achieve real change in the lives of older people.

This year we have seen the expansion of ALONE services to Carlow, Kilkenny, and Donegal, while maintaining and improving the high standards of support we have been accustomed to providing. In 2018 ALONE continued to achieve change for older people across Ireland and provide Befriending & Support, Support Coordination, Housing, and BConnect services to older people.

ALONE is committed to achieving and maintaining the highest levels of governance, transparency and accountability. In 2018 we achieved and maintained our commitments to the Governance Code for Community and Voluntary Organisations, and to principles set out by the Charities Institute of Ireland. We also met our commitments to the Charity Regulator and Housing Regulator.

This year we welcomed three new members to the Board of Trustees: Mark Mulqueen, Siobhan Hamilton, and Sarah McDonnell. I would like to welcome our new members and thank the Board for their commitment, dedication and their support.

Finally I would like to thank our volunteers and staff. Our volunteers continue to amaze us with the level of commitment they show week in, week out, by providing friendship and support to older people. Without them ALONE could not exist.

Kind regards,

Joe Sheehy



CHIEF EXECUTIVE OFFICER'S MESSAGE

As ALONE continues to grow it is a privilege to see and to oversee how ALONE is developing and delivering higher levels of support to more older people across the country. We leave this Strategic Plan a different organisation to how we started it.

2018 was a landmark year for ALONE. We supported more than 3,300 older people, an amazing increase of 78% over the previous year. We recruited our 1000th volunteer early in the year and more than 1,700 people volunteered for ALONE by the end of the year. There is huge joy to be found throughout our work and it is wonderful to be able to contribute to positive ageing experiences in Ireland. I would like to thank everyone who contributed to it.

ALONE responds to emerging needs. We see the gaps in service provision and hear about them directly from the people who experience them. We design our services to fill these gaps, and to best meet the needs of the older

people who use them. It is greatly to be welcomed that Ireland is living longer, healthier lives than ever before. Despite this, our work highlights the challenges being experienced by older people across the country every day, and it is clear to us at ALONE that our work has never been more vital.

As our population ages, the challenges that older people experience will become more widespread. The housing crisis continues to worsen and now we see it affecting older people more and more. In 2018 our housing waiting list grew to more than 200 people for the first time ever. As larger numbers of older people rent for longer, many are in a far more precarious housing situation than our older generations have previously experienced. One of our tenants who came to ALONE in December 2018 had been living in her car before she came to ALONE for assistance.

ALONE's services are also supporting more older people than ever before. Many older people



require support to navigate services, manage their health needs, access social outlets, and complete day-to-day tasks. Without ALONE, many would slip through the cracks of service provision in Ireland. Although we are well out of recession years, many older people are still struggling to make ends meet.

ALONE staff are at the forefront of making change for older people. We combine our frontline services in Befriending & Support, Support Coordination, Housing, and BConnect technology with campaigning and advocacy to ensure that solutions are put in place for older people experiencing difficulties such as homelessness, housing difficulties, loneliness, isolation, lack of access to services, and more.

As we look to the next strategic plan, we see the demand for our services increasing and the need for innovative approaches to meet these needs. We need to look at how technology, new ways of partnership working, and other new advances

can support us to meet this demand.

ALONE's work would not be possible without the generous support of our donors. Funding is an ongoing challenge for ALONE. In 2018 ALONE relied on non-statutory funders for 78% of our income. We remain reliant on members of the public for funding of our day to day services. I would like to thank everyone who has supported ALONE in 2018.

I would also like to thank ALONE's wonderful volunteers, our staff, our Board, and everyone who has contributed to the running of ALONE's services.

Our full accounts are available on our website. If you have any further questions, please don't hesitate to get in touch. You can visit our website, www.alone.ie, email us on hello@alone.ie, or call us on 0818 222 024.

Kind regards,

Seán Moynihan

KEY ACHIEVEMENTS

Key Achievements

- We expanded our services to meet the rising demand and have established service hubs in Carlow, Kilkenny and Donegal, in addition to our hubs in Dublin and Louth.
- We completed the pilot of our services with the HSE in CHO 9 and an external review was carried out. Throughout the pilot we made 1,569 interventions, supporting 1,041 people over 2017 and 2018.
- We were awarded growth funding from SIFI and Dormant Accounts funding from the Department of Rural and Community Development for BConnect.
- We released our housing report, Housing Choices for Older People: Time for Action.
- We co-founded The Loneliness Taskforce with Senator Keith Swanick which released a report calling for action on loneliness by Government.
- We progressed work with Circle VHA on the national demonstrator project for Housing with Support in Inchicore.
- We restructured our management team to deal with growth



Key Achievements in Numbers

We supported **3,396** older people, an increase of 78% on 2017.

1,742 ALONE volunteers provided support to older people nationwide throughout the year.

We acquired, refurbished and tenanted **16** new ALONE homes.

Our professional Support Coordination staff provided extra support to **1,479** people experiencing challenges including financial, social, housing, and healthcare difficulties.

We provided Visitation Befriending to **1,993** people, more than double the number of people who received it in 2017.

Our Telephone Befriending & Support volunteers made **64,679** phone calls to 659 older people throughout the year.

We provided training to **40** organisations and supported 4 organisations to start a new Befriending service.

We supported an estimated **11,880** additional older people indirectly through Befriending Network Ireland.

Fundraising income increased by **78%** and donations in kind increased by over 200%.

We took in **23** new tenants.

We held **64** volunteer training sessions, more than double that of 2017.

Our staff increased from 31 in 2017 to **51** in 2018.

Volunteers provided **3,000** hours of maintenance ALONE housing.

We provided **45** people with BConnect home technology to enable them to feel safe and secure at home.

We received **2,271** calls to our Dublin office directly from older people.

VOLUNTEERING SUPPORTS

Volunteers are vital to ALONE. Without our frontline volunteers, we would not be able to deliver our services.

In 2018, we recruited our 1000th volunteer and 1,742 people volunteered on an ongoing basis throughout 2018. Our volunteer team also expanded with the introduction of a Volunteer Manager, three dedicated Volunteer Support Officers, and growth in the wider volunteer team.

Volunteers are involved in all levels of ALONE, from the Board of Trustees, to our vital frontline services. All our volunteers are trained, Garda vetted and supported by professional staff. As well as providing vital Visitation and Telephone Befriending, ALONE

also had 167 specialist volunteers involved in different areas of the organisation in 2018. Additionally, volunteers from our corporate partners provided more than 3,000 hours to ALONE Housing in 2018.

We increased the supports provided to volunteers this year with the introduction of the Laya volunteer assistance programme to help support our volunteers outside office hours with experienced councillors.

Volunteer training sessions more than doubled in 2018, with 64 sessions taking place.



VOLUNTEER CASE STUDY

Josephine Lennon

Josephine became ALONE's 1000th volunteer in 2018. She says: "I always worked, but following a cancer diagnosis in 2014, I had to stop working. So there was a question about what I was going to do with my time, because I have lots to contribute," said Josephine. **"ALONE kept coming back as something I wanted to do. Loneliness is a common experience for people who have cancer. It made me really value friendship."**



I volunteer for ALONE because I believe that building a friendship with an older person is an invaluable gift not only for the older person but also for the volunteer. Spending time on a regular and ongoing basis with a person is a simple act. Listening and chatting, in an atmosphere of respect and kindness, is at the heart of each visit and such a pleasurable and rewarding activity.

In fact it is a privilege to get the opportunity to make a small difference in another person's life. Volunteering for ALONE has, for me, meant using my time to sit quietly and enjoy the company of an older person. It brings peace and a sense of joy. It is reminder of how precious life is and how interesting and unique each person's life journey is.



BEFRIENDING AND SUPPORT BY VOLUNTEERS

In 2018 our Befriending and Support service grew throughout Dublin, the North East, Carlow, Kilkenny and Donegal.

- We provided Visitation Befriending to 1,993 people, more than double the number of people who received it in 2017.
- Our Telephone Befriending volunteers made 64,679 phone calls to 659 people throughout the year

ALONE volunteers visit older people who may be lonely or isolated, or may just want some extra social contact in their week. Volunteers provide companionship and support to the older person and ALONE's professional support staff are on-hand to provide the older person with further support as and when required.

Our Telephone Support service provides advice, information and friendship to older people. Our Telephone Befriending volunteers grew from 46 to 142, making 64,679 calls throughout the year and providing companionship and support to 659 people.



BEFRIENDING AND SUPPORT CASE STUDY

Christy

Christy was busy meeting people when he was working, but after he retired, Christy found that he was lonely. He worked hard to turn his situation around. **“I had a bit of a breakdown and I took to the armchair.”** The doctor said to me, **‘Christy, there’s millions of men like you all over the world. You worked all your life and now you don’t know what to do with yourself. But we’ll sort you out.’**



“The loneliness ate me up. I was waking up at night thinking my life was over and I was going to be on my own for the rest of my life. Everybody has bad patches in their life. I often went to a football match, and you can be surrounded by thousands of people and be the loneliest man in the world. It’s a terrible disease.”

Christy now volunteers with charities and is involved in his local running club, but he still found the evenings lonely until he got in touch with ALONE.

“It’s the evening times are quiet. But the volunteer visit stops the loneliness of being on your own.”

Christy is delighted to get his volunteer visit every week. **“She’s great company, a wonderful person. She loves the football too. She gets cake one week, and I do the next week. We have our cup of tea. And I look forward to seeing her. ALONE is a wonderful organisation.”**

SUPPORT COORDINATION

In 2018, ALONE Support Coordination Services supported 1,479 people throughout 2018.

- 39% of people were supported with social integration
- 22% of people were supported with housing
- 15% of people were supported with physical health, mobility and personal care
- 12% of people were supported with financial and legal affairs
- 10% of people were supported with safety and security
- 2% of people received other supports

ALONE Support Coordinators assist older people through everything from their biggest challenges to their smallest problems. Throughout 2018, the needs of the older people we support continued to be varied and complex.

In 2018 we completed the pilot of our services with the HSE in CHO 9 and an external review was carried out. Throughout the pilot we made 1,569 interventions, supporting 1,041 people over 2017 and 2018. The review's conclusion was that the pilot ALONE-HSE initiative has broadly worked very well and is providing a valuable contribution in addressing client needs and supporting HSE services.



CASE STUDY

Ciarán,
ALONE Support Coordinator

“

I worked with an older woman who was unable to be discharged from hospital until her home was cleared out and left in a safe condition for her to come home. She did not have the means to pay for someone to come for two days to declutter her home, leaving her in limbo in hospital for weeks before ALONE was contacted.

As we wanted her to be able to come home as soon as possible, we spent an afternoon clearing out, decluttering and tidying the woman's home ourselves. After the house was inspected again, the woman was discharged from hospital and was able to come home, where she wanted to be.

”

HOUSING

In 2018 we continued to provide and develop our Housing and to provide long term, secure tenancies. In 2018 we had 23 new tenants and a 99% occupancy level in our housing. ALONE's rental income increased by 45% over 2017 levels.

In 2018 we completed the acquisition, refurbishment and tenanting of 11 new ALONE homes for older people in Dublin 8. The purchase was made possible with funding from the Department of Housing, Planning and Local Government through Dublin City Council, combined with loan finance advanced by the Housing

Finance Agency. Throughout the renovation process, more than 150 volunteers took part in 11 corporate volunteer days to paint and clean apartments in anticipation of their new residents. Cllr Sonya Stapleton represented the Lord Mayor of Dublin, and Minister for Housing, Planning and Local Government Eoghan Murphy, attended an event officially opening the new homes.

We began work with Circle VHA on the national demonstrator project for Housing with Support in Inchicore.



CASE STUDY

Kay

Kay moved into her ALONE home in December 2018.

“I was living with my brother for a few months. Then we began having disagreements, which happens in families. I was living in the car for a while. It was really difficult and brain draining. I said I was staying with this girl from school. I never let on to anybody. My kids didn’t know about it because I didn’t want to worry them.”

Speaking about ALONE, Kay says **“ALONE have been fantastic. Saved my life and saved every person who lives here because every person has a story and we wouldn’t be here otherwise. To have that independence again and your own front door and feel safe at this stage of my life means a lot. It’s lovely. I can’t fault it at all. I thank God every day. I am very lucky. I feel very, very lucky.”**





BCONNECT

ALONE's BConnect service connects organisations and individuals with the knowledge, training, and technology they need to support people to live independently at home. We support other agencies through computerisation, training and partnership and our assistive technology provides older people with security and support to self-manage and share information on health and well-being with family and health professionals.

This year BConnect was awarded growth funding from Social Innovation Fund (SIFI) and Dormant Accounts funding from the Department of Rural and Community Development for further expansion and development of BConnect.

We installed 45 homes with BHome and BWell, our assistive technology for older people.

ALONE continue to coordinate Befriending Network Ireland (BNI). We increased membership of BNI from 25 to 56 organisations. ALONE support an estimated 11,880 additional older

people indirectly through Befriending Network Ireland.

Support to other organisations in 2018:

- We provided training to 40 organisations supported 4 organisations to start a service.
- We held 7 regional shared learning sessions.
- We computerised 13 organisations.
- We held our annual BNI seminar with the theme of 'Building Stronger Communities' in May.

CASE STUDIES



Marian

The sensors provide me with a wonderful sense of security. It's as if there's someone with me all the time. It is great for people living alone.

I think it's wonderful to have people like you helping us here.

Cathal

I find it very good and very reassuring, because I had a series of falls. There's someone looking out for me in case something happens.



CAMPAIGNING FOR CHANGE

We continued our work with the Age Alliance and the HomeCare Coalition and co-founded the Loneliness Taskforce with Senator Keith Swanick.

We submitted pre-budget submissions to various Governments Departments and collaborated with Age Action and Active Retirement Ireland on a lobbying day with Ministers and TDs.

We campaigned with ALONE ambassador Vincent Browne on our 'How will you pay the rent when you retire?' campaign, which drew widespread attention to the housing difficulties experienced by older people. Our corporate partnership



with JC Decaux provided significant free outdoor advertising for a national billboard campaign, 'When Friendship Comes Knocking' created by creative agency Bonfire. The campaign drew widespread attention to ALONE's impact.



2018 CAMPAIGN

ALL THINGS CONSIDERED WITH SUPERVALU

ALONE partnered with Supervalu for a joint 'All Things Considered' campaign, which featured ambassadors Ann Doyle and Kevin Dundon. The national campaign included a launch event, fundraising events in Supervalu stores nationwide and a pop-up cafe. It raised €30,000 for ALONE.



2018 CHRISTMAS CAMPAIGN

HAVE A LAUGH FOR LONELINESS

ALONE launched our Have a Laugh for Loneliness campaign with ambassadors Brendan O'Carroll, Jenny Gibney and Katherine Lynch. Brendan and Jenny launched the campaign with a donation of €10,000.



COMMUNICATIONS

We secured over €2.6 million worth of media coverage in 2018.

We issued 41 press releases resulting in more than 540 articles in print and online about ALONE.

HR

ALONE staff numbers increased significantly in 2018. Staff increased from 31 at the end of 2017 to 51 at the end of December 2018.

We restructured our management team to deal with growth and created distinct roles for Head of Operations; Head of Housing; Head of Services; Finance, Governance and Legal Manager; and Fundraising Manager.

We introduced a new HR System was introduced with additional functionality and enhanced security.

We created a Learning and Development Framework/Template for the Support Coordinator role.

We introduced a Flexible Working Arrangement.



FUNDRAISING

ALONE depends on donations from the public to maintain our day-to-day operations and we are grateful to all our donors and supporters. In 2018 we surpassed our fundraising targets.

We continued our focus on developing our corporate charity partnerships, in particular in cultivating new ways to engage corporates to increase CSR impact on employees and increase the number of corporate partnerships for ALONE.

The successful conclusion of the LVA - Diageo campaign achieved a final donation of €225,000.

We more than doubled our corporate volunteer days in 2018. Volunteers from our corporate partners donated approximately 3,000 hours of volunteer maintenance to ALONE Housing.





FINANCIAL SUMMARY

ALONE doubled the number of people we supported in 2017, and increased this again by 78% in 2018. There is more demand for our services than ever before.

ALONE has five key sources of funding, which have seen the following changes:

1. Rental income increased by 45% against 2017 income.
2. Fundraising income increased by 78% and donations in kind (goods and services) increased by over 200%.
3. Legacy donations increased by 269% against 2017 income.
4. The value of our investment portfolio decreased by €58,000 temporarily.
5. Funding from various statutory bodies for 2018 amounted to 22% of total income.

Income chart

General donations.....	318,942
Non Cash Donation.....	582,004
Corporate donations.....	532,666
Legacies	805,779
Grants	29,091
DCC Grant Amort.....	179,567
Statutory Income.....	678,436
Rent.....	733,647
Investment income.....	- 45,900
Other Income	52,977
TOTAL INCOME.....	3,867,210

Expenditure

Governance Costs	203,118
Cost of generating Funds	107,533
Support Costs.....	212,101
Direct Charitable Expenditure	2,599,012
TOTAL EXPENDITURE.....	3,121,764
Net Income/Expenditure.....	745,446

ORGANISATIONAL DEVELOPMENT AND GOVERNANCE

Regulation and Codes

ALONE are registered with the Charity Regulatory Authority (Registered Charity Number 20020057). We made our annual return to the Charity Regulator on 17/10/18.

ALONE complies with the Governance Code for Community and Voluntary Organisations. ALONE's Board of Trustees reviewed and signed the Governance Code in April 2018.

We are triple-locked members of the Charities Institute Ireland and comply with the Guiding Principles of Fundraising they have set out.

We have published our full annual audited financial accounts

and reports which comply with the Statement of Recommended Practice for Financial Reporting (SORP) standard.

ALONE complies with the Safety, Health and Welfare Act 1989 and 2005.

ALONE is compliant with the General Data Protection Regulation (GDPR).

We are an Approved Housing Body (Tier 2). We comply with the Voluntary Code for Approved Housing Bodies, as regulated by the Housing Agency. We are a member of the Irish Council for Social Housing (ICSH).

Board of Trustees

In 2018, we:

- Welcomed three new Board Members and their formal appointment to the Board
- Achieved and maintained our commitments to the Governance Code
- Met all our commitments to the Charity Regulator and the Housing Regulator

Joe Sheehy
(Chairperson)

Eddie Matthews
(Vice Chairperson)

Eimear Cahalin
(Treasurer)

Ed Sibley

Ciaran Donegan

Kevin McConville
(Honorary Trustee)

Mark Mulqueen
(from 5 November 2018)

Siobhan Hamilton
(from 5 November 2018)

Pat Morgan

Michael Hodgins

Jeremy Chapman

Annette Gavigan
(Secretary)

Sarah McDonnell
(from 17 December 2018)



ALONE

Supporting older people
to age at home

ALONE

Olympic House,
Pleasants Street, Dublin 8.

Tel: 0818 222 024

Available to download from

www.alone.ie

Find us on
Facebook, Twitter,
Instagram & LinkedIn

Charity Number: CHY8259

ALONE is a registered
charitable organisation.

Registered Charity Number
(RCN) 20020057