



ANNUAL REPORT

2021



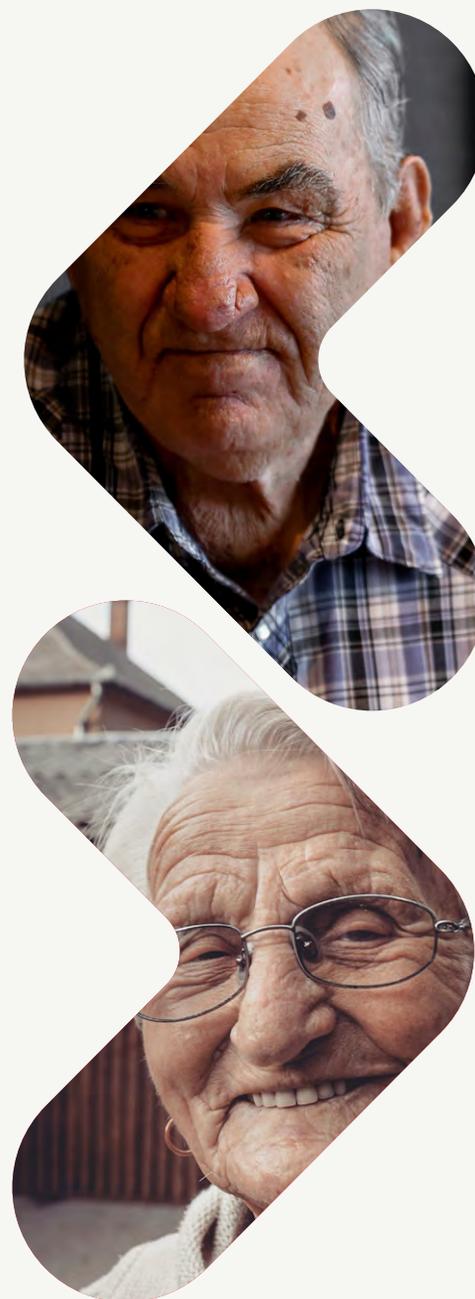
**GROWTH AND
INTEGRATION**

ALONE is a national organisation that enables older people to age at home. Our work is for all older people and aims to improve physical, emotional and mental wellbeing. We have a National network of staff and volunteers who provide an integrated system of Support Coordination, Practical Supports, Befriending, a variety of Phone Services, Social Prescribing, Housing with Support and Assistive Technology. We use individualised support plans, to address health, financial benefits and supports, social care, housing, transport and other arising needs using technology and harness other services.

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

Our Vision is an Ireland where older people can age happily and securely at home and are strongly connected to their local communities.

Our Mission is to lead the drive to support positive ageing at home, strengthen our services, innovate and create new services, be more sustainable and realise our full potential as we grow.



**To all our Volunteers,
Staff, Supporters
and Friends**



Thank You.

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2025 Impact Statement vs 2021

Where we are going	Where we are
 <p>9,000 Volunteers</p>	 <p>3,811 Volunteers in 2021.</p>
 <p>865,000 Volunteer Hours</p>	 <p>121,588 Volunteers Hours were given in 2021.</p>
 <p>500,000 Support and Befriending Visits</p>	 <p>60,794 Support and Befriending visits were made in 2021.</p>
 <p>450,000 Support and Befriending Calls</p>	 <p>165,740 Support and Befriending Calls were made in 2021.</p>
 <p>5,000 Older People using Technology in the home</p>	 <p>485 Older people were supported with technology in 2021.</p>



2025 Impact Statement vs 2021

Where we are going

Where we are



27,000

older people to receive ALONE
co-ordinated support



9,178

older people supported



320

Housing with Supports Provided



52

Housing with Supports
started construction in 2021



10

ALONE mergers with
other organisations



7

Mergers completed

50

Local Partnerships



50

collaborations with other
organisations



100

ALONE Community Network
Organisations supported with
training



60

befriending organisations
form across Ireland are
members of CIN.

Services



Anne called to say that she had just gotten out of hospital and she was told to give us a call when she got out to organise Support Coordination to adapt her home better. >>

The National Support & Referral Line

The ALONE National Support & Referral Line creates direct access to ALONE's integrated service model. Older people and other agencies are encouraged to call 0818 222 024 for access our services advice, and information seven days a week from 8am -8pm. Our National Support and Referral Line can also be assessed by professionals in Local Authorities, Local Development Companies, Hospitals, Primary Care, the HSE, GP's, members of PPN's and other community services, including pharmacy staff to refer older people to our services The National Support and Referral Line aims to provide support to:

Support Coordination

"Enda's boiler had stopped working and his regular boiler repair place was not open due to the pandemic. He could not wait till Monday. We contacted DS plumber and Boiler, and they are going round to help him straight away".

ALONE's Coordinated Support empowers older people by devising personalised support plans in order to help older people address challenges and find solutions. We offer access to our services while aiding coordination

and enabling older people to access medical as well as non-medical sources of support within their community to improve physical, emotional and mental wellbeing.

The service offers help to resolve all types of difficulties, give practical support and engagement with local events and activities all our services includes providing technology solutions for older people to remain at home.

Support & Befriending

"William missed one of his support and befriending calls due to an appointment and wanted a chat. He is very lonely and dealing with the loss of his wife, so we chatted for nearly an hour".

ALONE's Support & Befriending service provides companionship and practical support to older people who would like or need it. The service also provides assistance to solve everyday problems, and links the older person in with local events and activities. We provide advice and information on health and wellbeing and will provide the older person with further support as and when required.



Social Prescribing

'Hannah is a new caller to ALONE. She is 73, a nurse in the hospital gave her the number. Hannah is very anxious and is looking for support and counselling and we helped her engage with a group in her area.'

Social Prescription is integrated into each of ALONE's Services. We provide practical support and encouragement to older people to access non-medical sources of support within their community.

Assistive Technology

'TC rang very concerned about her phone. The phone is getting extremely hot and eating her credit. She said she was speaking to a man from ALONE and he said that there is a new phone in the post for her.'

ALONE's Assistive Technologies mission is to create an infrastructure to empower older people to use technology, enabling the user to manage their social connection, health, safety and security.

ALONE's Technology used across each of our services. Staff and volunteers are trained to Distribute, Install and Respond to technology. Our Technology Supports are being fully integrated throughout all ALONE Services and our partnership model.

Housing with Support

'Mike is a new caller. He is living with his sister in Wicklow at the moment but he is from Dublin. He needs to find Sheltered accommodation or assisted living with support. He usually lives alone but is currently staying at his sister's house where he is getting help but this is not ideal as he is not able for the stairs. Doctor has given a letter stating he needs assisted living as his hip is broken. Mobility is basic but independence is important for Mike and he must get out of his sisters before hip and mobility declines'

Housing with Support is a model of universal design housing with 24/7 care and support staff on-site support to create an alternative housing choice for those who need it and reduce the dependency on nursing homes.

ALONE's Housing

Collette rang as she has been given notice to leave her house at the end of March. She is on an elderly housing list but is number 81 on the list. She would like support in relation to housing from ALONE.'

ALONE's Housing provides homes and ongoing support for older people who have housing difficulties. We provide secure tenancies with visiting supports which enable independent living.





Chairperson's Message

I am delighted to present our 2021 annual report.

We have persevered through another year dominated by COVID-19 and its adverse impact on older people. It is with great pride that ALONE has continued to provide the crucial supports and services again as the country tried to recover from a rare but challenging event. The organisation has gone from strength to strength, working with more older people than ever before through our volunteers and services. More than this we have continued to improve the governance of the organisation, as outlined in our strategic plan as well meeting our commitments to the Charity and Housing Regulators. The board continued to oversee the business plan as we met regularly throughout the year with our leadership team presenting with progress, risk analysis and any notifiable events.

As a board, we are proud to have grown so much since the introduction of our Strategic Plan 2019-2024 in response to record demand for our services. It is a privilege to be trusted with the values, culture and ambition of ALONE. It is a responsibility that we take seriously as we look to protect and grow ALONE in its core mission to challenge how we age by offering innovative and supportive services for older people, their families and our community.

The three Board subcommittees have continued to operate, mostly remotely, throughout the last year. We have grown the number of staff within the organisation, continued to invest in technology for older people to age at home and pressed on with housing projects that will provide age-friendly housing for older people we work with.

After 2020, we felt as though the pandemic was more predictable during 2021, and thanks to the work done in 2020, ALONE was much better equipped to work through the pandemic and provide quality research and support to our older people. ALONE has continued to respond rapidly during 2021 with the continued delivery of our vision, we hope to continue to do so as we look to continue to help older people through the aftermath of the pandemic as well as uncertain economic times that undoubtedly lie ahead.

Kind Regards,

Joe Sheehy,
Chairperson.





Chief Executive Message

The pandemic that began in 2020 will undoubtedly go down in our history as a capstone moment. A moment where ALONE demonstrated that it is the leading voice for older people growing old with dignity, and a moment where ALONE showed that it had the capacity not only to campaign for change but to deliver results. We thank all our volunteers, staff, supporters, Board and partners as you are all part of our team to respond to older people who need us.

To ensure we give people the support they need when they needed and in a way that allow older people to live and thrive the way they want.

The priority for ALONE during the second half of 2021 was to return to our vision of a network of staff, volunteers, technology and partners all integrating together and building the capacity to provide and move support, services to the home of the older person having spent 18 months responding to COVID. We have been working hard to support older people to return to the Heart of the Community and address the large number of support and care issues delayed by Covid.

Over the last year, we have empowered supported and helped solved problems big and small for older people across the country.

As we continue to expand our services driven by growing demands in the area of loneliness, housing, health and Finance.

The achievements of ALONE are the achievements of so many, to which I owe a debt of gratitude. From our

amazing volunteers who give much of their time and energy to providing world-beating phone and in-person support befriending, the selfless work of our Board of Trustees, the hard work and steadfastness of our services team, to the passion of all of our other staff who oversee the day-to-day functioning of the crucial work that we do.

As we approach difficult economic times we as an organisation, the NGO sector, and the rest of the country must continue to evolve our attitudes and solutions to the outstanding questions that still face growing old in Ireland. I believe that ALONE is better positioned than ever to continue the fight to grow old at home with dignity, and to secure the necessary policy changes that will allow future generations of retirees to do the same.

So we are doubling down and accelerating our response and increasing our services across the country. We also want to ensure and be part of ensuring that other great initiatives by our partners are a success like Enhanced community Care.

We want to ensure we change the Face of aging in Ireland.

The pandemic provided the NGO sector an opportunity to prove to the public how crucial the work we do is. We will continue to work with and share knowledge, technology and resources across the sector.

We will continue to work with other NGOs, Primary Health Care and Local Authorities to integrate our model with them

I am happy to report that we have made significant progress on integrating and growing operations both internally and externally, and this will continue to be a priority in the coming years. Internally, we look to optimise our services by integrating staff, volunteers and technology always guided by our Quality Management System to ensure that our standards remain high.

Currently we are being tested in many ways by an external environment we can't control. Collectively but we must never stop looking for new and innovative ways of solving those who reach out to us

The results that we deliver in line with our strategic goals, range from policy wins as a result of lobbying, growing our capital assets, providing technological solutions to problems faced at home, and matching volunteers with older people in need. The progress that we have made is not academic, the results are tangible and visible: ALONE is committed to championing change and delivering results.

Thanks to everyone once again for your continued support and hard work, without which the achievements of this report and the growth in future reports would not be possible.

Kind Regards,

Sean Moynihan,
Chief Executive

Our Key Achievements in 2021



Michael called to say Thank You so much. The County Council were out today and fixed his shower. He is very pleased and grateful to the young lady he spoke to about it. >>

- In 2021, ALONE operated all services 365 days of the year
- We supported **9,178** unique older persons
- **20,908** calls were made to our National Support and Referral line
- **165,740** calls were made to older people by ALONE
- **60,794** visits by our volunteers to the older people we support, providing practical supports and social prescription
- We had **3,811** volunteers supporting our services, an increase of 30% on 2020's figure
- Volunteers gave **121,588** hours of valued support to our older persons
- ALONE trained and subsequently added **967** new volunteers to our frontline services
- We matched **724** volunteers with older people
- Made **3,846** recorded check-ins/interactions with tenants
- On Christmas Day week, ALONE identified **700** older people in need of Christmas dinner and working with our community, everyone got a Christmas Dinner delivered.
- ALONE's Technology Engagement Team supported **485** older people with technology
- **524** assistive technology devices were distributed across the country
- **95** training sessions were delivered to our Community Impact Network
- Fundraised a total of **€2,839,341**
- **46** press releases achieved a total reach of **378,615,113 views with a value in excess of €3m.**

Volunteers

« Peter was outside talking to a Council worker when his Telephone Support Volunteer called. He was worried he might have missed the call and would hate to offend ALONE as he really appreciates the Volunteers time and company. I reassured Peter and said that that call is still “in progress” and another volunteer will be phoning him back »

Our volunteers are essential to the work that ALONE carries out. Simply put, without volunteers giving their time and expertise to ALONE, we would not be in a position to help so many older people who are in need. We want our volunteers to understand that they are a key and valued part of ALONE. All of our volunteers are trained, Garda vetted, and supported by staff.

Our volunteers give their time and emotional support to some of the most vulnerable older people in our society. They provide a truly unique thing that is truly valued by the older person: their friendship.

2021 was a year of change in ALONE as we re-emerged from COVID to return to our Hub model; this resulted in services staff moving from remote streams on a national basis to returning to working directly with older people in each CHO on a local level. As we experienced record demand for our services, our volunteer team had to grow in order to meet this demand.

As the COVID-19 pandemic response became less urgent and more manageable we moved from working in national work streams back to the CHO areas in June 2021.

In December 2021, the Carecall Telephone Service merged with ALONE. The CareCall service came with a team of 6 who continue to provide telephone support and befriending to around 380 older people across CHO 7 and 9.



‘Anna would like a call from Tracey to confirm the visit scheduled for next Thurs. She was a bit confused over her Telephone Befriending Support calls and her pending Befriending visit which she really enjoys. Would also like to be made aware of any dancing (jiving) that she could avail of.’

Volunteering In 2021



Time

Our volunteers gave 121,588 hours.



Frontline

We add 967 volunteers.



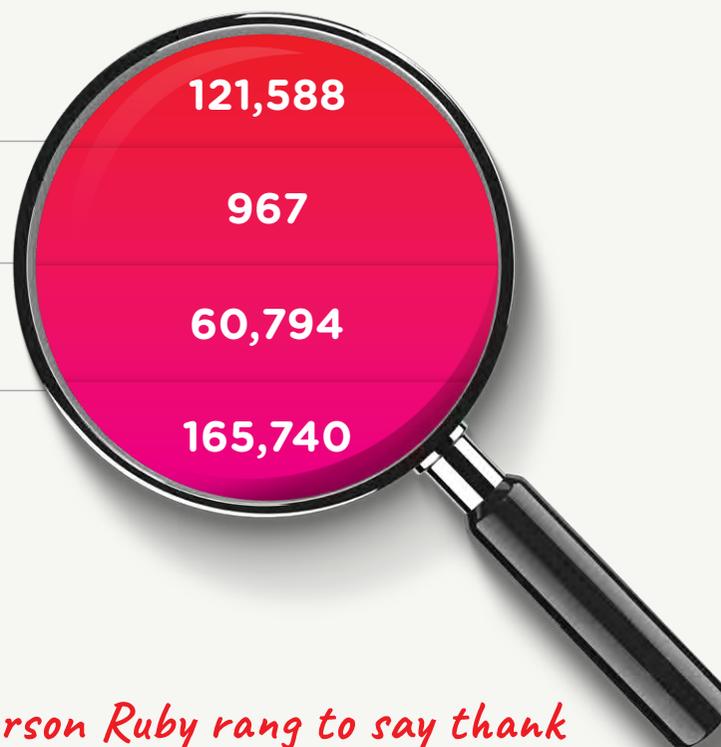
Visits

Volunteers made 60,974 visits to older people*.



Engagement

Volunteers made 165,740 calls to older people.



'A neighbour of older person Ruby rang to say thank you to one of the ALONE volunteers, Michael from Inishowen, Donegal. Apparently, Ruby had some problem with a lock and Michael was extremely helpful and the locksmith came out and he was very nice.'

*Affected by Covid restrictions

In 2021:

- We supported **9,178** older people.
- Volunteers gave **121,588** hours.
- We added **967** volunteers and had **3,811** in total by year end.
- Volunteers made **60,794** visits to older people providing practical support and social activities.
- Volunteers made **165,740** calls to older people.

Partnerships



“Katie is a Snr social worker in Cork University Hospital. A patient Teresa Murphy with complex needs, needs help with her house before she is discharged from hospital.”

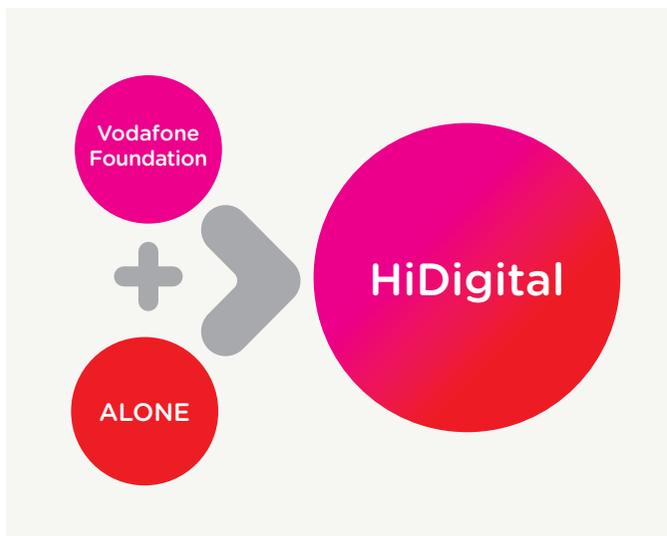


We have partnered with over 50 organisations working together to provide greater impact for older people across Ireland.

Sample partnership activities include:

- In partnership with Vodafone, more than 500 smartphones were provided to older people in several CHO areas through ALONE staff and partners.
- As part of the Keeping Well, Staying Connected initiative, ALONE printed and distributed more than 1,000 exercise books and recipe books to older people in several CHO areas.
- In partnership with Age and Opportunity, we worked to provide an online course to older people called Changing Gears. Changing Gears is a 6-week program about supporting older people who are going through a change in their life.
- ALONE was awarded a grant from Bank of Ireland and The Community Foundation to organise an exercise class in partnership with Siel Bleu for older people.
- ALONE working with the Samaritans was able to provide overnight telephone assistance to older people across the country.

Our strategic aim is to support through training 250,000 older people over 5 years with the Hi Digital programme.



Housing



Catherine contacted ALONE enquiring about the property development in Jamestown Court Inchicore. She is looking for an application to apply for one. >>

What have we done on housing?

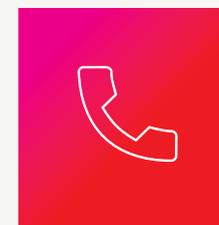
1. Continuation Telephone check-ins with Tenants
2. Support plan management of tenants – will return to the services team post-pandemic
3. Maintenance and Asset management
4. Rent management
5. Report and recording of actions and outputs

What have we achieved?

- Made 3,846 recorded check-ins/interactions with tenants.
- All tenant households checked with at a minimum of once a month
- There were new tenancies: 4 new tenancies and 3 housing transfers.

*“Jeff (son) phoned on behalf of his father William. William is 76 years old, he was in HSE accommodation in S***** for a number of years, but the building burnt down 4 years ago. Since then he has been living with his brother in Rush. The two brothers do not get along and Jeff and his father wish to know if ALONE can help with new accommodation.”*

- We undertook 10 refurbishments.
- Increase in rent and leasing income.
- Maintenance items completed:
 - Total 1,512, some timelines were impacted by COVID
 - Routine: to be completed within 4 weeks = 1,207, 96% completed within the timeline
 - Urgent: to be completed within 1 week = 275, 98% completed within the timeline
 - Emergency: to be completed in 24 hours = 20, 95% completed within timeline
- ALONE housing delivered at least 2 hampers to all tenants and gift cards at Christmas



+95%

of emergency maintenance calls were fulfilled within 24 hours.

Community Impact Network



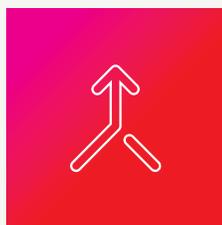
Christine was calling from “Us Together” in Kilkenny town to gain information on referring a 65 yr old gentleman to ALONE for a Support & Befriending visit and Tel Support if possible. She is going to discuss this with him later today and call back with consent. >>

Community Impact Network (CIN) is a national support network for befriending services across Ireland, led by ALONE. We provide resources and training to new and well-established befriending and support services. Training options are available to both the staff of services and their volunteers.

In 2015, a number of support befriending organisations in Ireland established Befriending Network Ireland (BNI). The network was set up to increase collaboration amongst befriending services and to enable the sharing of information and resources in response to demand. ALONE has led in the development and management of this network, rebranding it to the Community Impact Network. Today, more than 60 befriending organisations from across Ireland are members of CIN.

By the end of 2021, ALONE has successfully collaborated with 50 organisations and has **completed seven mergers within the Community Impact Network**, reflecting the increase in demand for our services over the course of 2021

We have also supported 91 organisations with training and technology, **delivering 129 training sessions to our partner organisations in 2021.**



+70%

of the target mergers from our Strategic Plan have been completed.

‘Mairead works with IPLICIT which is a sister company of the exchequer and would like a call from someone in finance in connection with not for profit accounting software.’

Technology Engagement



Gemma is a lovely 80 year old woman who has recently downsized into a house in Dublin 14. She was inquiring about a contact number for personal panic alarm.



'Peggy called to get credit for her VF mobile. She called yesterday evening also. Got the code and rang her back with it. She is delighted.'

'This caller wanted to find out where to post back a personal alarm to which the centre in Kilkenny provided her with. Her mum has passed away and she wanted to send it back.'

- ALONE supported 704 older people with technology in the home in 2021.
- 524 devices were delivered across the country.
- 1 housing body was supported with technology projects.
- We trained 28 Support Coordinators and Volunteer Support Officers on 'hands-on' assistive technology training across the country.
- 95 older people were provided with internet access, many experiencing it for the very first time.
- We increased staffing to 3 Technology Engagement Officers across the country and had a dedicated Technology Engagement Manager.
- We computerised 1 organisation in 2021, including on-boarding, training and Salesforce set-up.
- We organised 12 training sessions with 4 external organisations with 27 participants in total.

Technology



Access

95 older people were provided with internet access, many for the first time in 2021.



Devices

524 devices were distributed across the country



Staffing

We increased staffing to 3 technology engagement officers across the country with a dedicated Technology Engagement Manager



ALONE supported 704 older people with technology in 2021

National Support and Referral Line - 0818 22 024

« The 73-year-old caller is concerned about her daughter who is experiencing depression, anxiety and sleeplessness. She asked if there were any support numbers I could give her. I referred her to Aware and My mind. I checked in with the caller again to see was okay. »

The National Support Line operates seven days a week from 8am until 8pm. All our National Support Line volunteers are working remotely from their own homes using Salesforce to provide this service.

ALONE launched a dedicated referral line for professionals including Home Care Providers, Local Authorities, Local Development Companies, Hospitals, Primary Care, the HSE, GPs, members of PPNs and other community services. This referral pathway is operational seven days a week and is specifically for professionals who wish to make a referral including ALONE staff.

The National Support Line opened the door to all older people who were newly engaging with us looking for support or reassurance as result of COVID-19. These people are offered immediate advice and reassurance on the call and also be directly referred to our support coordinators and daily telephone support service for follow-up emotional and practical support.

During 2021

- We received more than **20,908** calls to ALONE's National Support Line
- ALONE staff and volunteers made in excess of **165,740** calls to older people through a variety of services we provide which includes: Telephone Support and Befriending calls, check-in calls, and return calls
- Cumulatively, that's an astonishing **186,648** calls placed to and made from older people in 2021



+16%

Increase in outbound calls to older people

“Laura is a volunteer counsellor in the Tullamore area who was asking about the services we offer for older people and whether they are available in Tullamore. She also asked about the BF role.”

Human Resources

Headcount

As demand for our services continued to grow, our HR department had to manage the organisation's capacity for growth through a record recruitment drive. ALONE's headcount has grown from a headcount of 78 in January 2021 to 102 at the end of December 2021.

Recruitment

- ALONE's recruitment mission statement is to recruit capable people who are passionate about enabling older people to age at home and who are a good cultural fit with the ALONE organisation's vision and values. The statement also includes for recruitment to be completed to forecast and within budget.

- A service Talent recruitment process was introduced. The objective of the Services Talent Recruitment Process is to ensure that the company attracts the best possible talent to fill all vacancies, using best practice recruitment practices. The process is depicted below and has been implemented since December 2021. It is now a fully embedded process.

Services Talent Recruitment process

- There has been a significant improvement to the onboarding of new starters. The employee lifecycle procedure has been updated to align with the streamlined process along with updated role requisition and new starter forms.

Performance Management

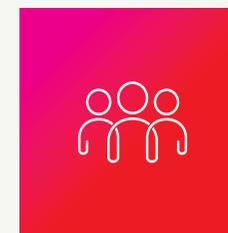
- The HR Department reintroduced the Performance Management Process and check-inn procedure in September 2021 with quarterly training conducted throughout the year. Through this process ALONE will continue to build high-performing teams via ongoing conversations through a trusted review process.

People Policies

It is HR's goal to ensure the correct policies and procedures are in place and to identify any gaps in policy. This plays a key role in supporting fairness and consistency across ALONE.

Employee Relations

HR's goal is to maintain a stable employee relations environment by developing and implementing a proactive positive employee engagement strategy.



+30%
Increase in Headcount

Policy and Advocacy

The central aim of expanding the communications team is to grow ALONE's policy outreach, 2021 was a big year in that regard. We have engaged in a number of submissions to Oireachtas Committees, government departments, Commissions and other stakeholder groups:

- Submission to the Committee on Justice on the Dying with Dignity Bill.
- Submission to the Pensions Commission.
- Submission to the Department of Housing, Local Government and Heritage on Ireland's next housing strategy.
- Submission to the Department of Social Protection for Budget 2022.
- Submission on the Draft Development Plan Guidelines for Planning Authorities.
- Submission to the Commission on Taxation and Welfare.
- ALONE appeared before the Joint Sub-Committee on Mental Health to discuss services provided to older people.

Loneliness

ALONE continues as secretariat of the Loneliness Taskforce which was reformed to allow for a broader representation of the organisations and individuals combatting loneliness. Throughout 2021, the Taskforce worked on developing recommendations to address loneliness in Ireland, which were submitted to the Department of Health.

Alliance of Age Sector NGOs

As a member of the Age Alliance, ALONE developed the lobbying procedure for the Alliance and records all lobbying activities.

ALONE supported the development of a submission on the progress Age Alliance members have made in implementing the Madrid International Plan of Action on Ageing. Central to the alliance is campaigning on;

- Ageism
- Ageing in place
- National Positive Ageing Strategy (NPAS)

ALONE is the secretariat of the Home Care Coalition and campaigns consistently for the right to statutory home care.





“Martin saw an advertisement in Monaghan Church where ALONE were looking for Volunteers. He is anxious to volunteer.”

Communications

ALONE implemented the Brand Refresh that was committed to in 2020, this included a refreshed-looking website being launched in November 2021 which has received 216,432 page views.

We also continued to work with Limelight PR on our press coverage. We issued 46 press releases achieving a media value of €3,369,312, and garnering 168 media requests. On Social Media, we experienced a 53.48% growth rate on Facebook, 197.69% on Instagram, and 4.03% on Twitter.

Social Media In 2021



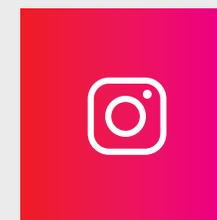
+53%

increase in
page likes on
Facebook



+4%

increase in
Twitter
followers



+198%

increase in
Instagram
followers





We also engaged in the following communications campaigns:

Love is the way

ALONE teamed up with Declan O'Rourke and Bonfire Dublin to release our 'Love is the Way' Advertisement campaign, calling on members of the public to consider donating to ALONE to help continue our important work with the increased number of older people seeking our support.

#ChangeOneDay - Loneliness awareness week

ALONE highlighted the dangerous effects of loneliness being felt by older people in lieu of Loneliness Awareness Week. The Loneliness Taskforce remarked that they wish to raise awareness of Loneliness in June each year as they advance towards their goals. ALONE similarly campaigned for members of the public to reach out to an older neighbour, friend, relative or someone they don't really know that well in order to #ChangeOneDay.

Help us leave no one ALONE at Christmas

Our campaign entitled, 'ALONE at Christmas', offers the public first-hand advice as to how they too can end the silent epidemic of loneliness and social isolation

amongst our older people. The secret? The gift of you. Over the past two years, ALONE has proven the strength of our community and the power of connection. This significant partnership of community and connection have in turn helped to provide the answer to loneliness. People are the vital piece needed to reconnect our older people to the community in order for them to feel supported and like they belong.

Gaelic Players Association (GPA)

ALONE and the GPA embarked on a Visitation Support & Befriending pilot. ALONE facilitated an induction and training program on the work of ALONE and its services to interested players from targeted counties. Members who decided to get involved will be working towards ALONE's key message of supporting and enabling older people to age at home for as long as they wish.

Remembrance Ceremony

ALONE held a ceremony to remember the lives of people lost during the pandemic. The event was held in the Unitarian Church in Dublin, Tuesday 2nd November, at 4 pm. Together we remembered and honoured all those who have passed away; older people, volunteers, staff, board, our partner organisations and all friends ALONE network. We stood together to acknowledge those in our communities who lost someone dear to them.

Fundraising

Due to unprecedented support from supporters during the pandemic, ALONE received donations from individuals, community groups and corporates alike who gave so generously in 2021, and helped us reach a final fundraised total of €2,839,341.

Individual Fundraising & Legacy

- The Christmas Donor Mailing generated €107,686.25 from its mid-November launch to 31 December 2021
- Fourteen people kindly chose to support us in their Will

Corporate Fundraising

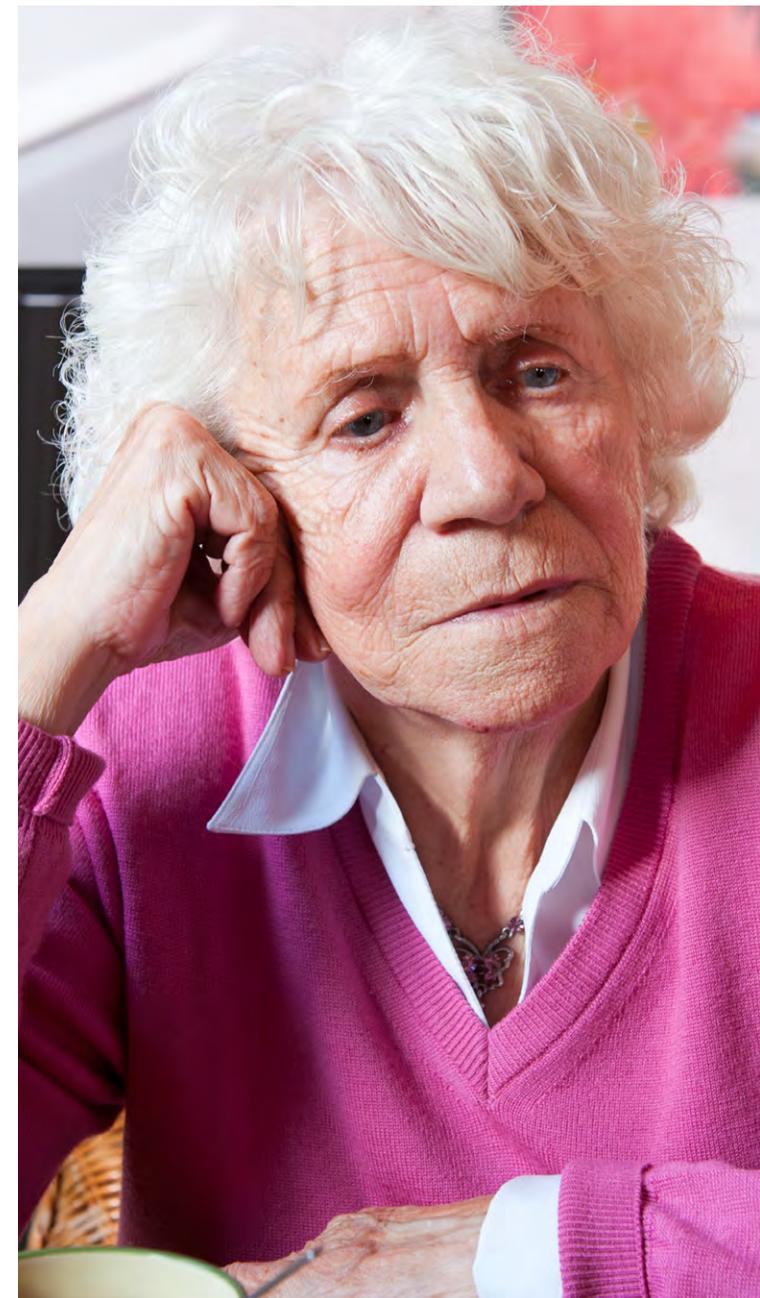
Space restricts us from mentioning all the corporates who kindly supported ALONE in 2021. Some of our supporters include:

- Irish Life and Canada Life raised €39,000 for ALONE and engaged with our teams to support us with core skills that would benefit our work
- O'Brien's Wine Off Licence Group donated €30,000
- Standard Life donated €36,388

- Google staff raised €5,184
- Diageo gave a €35,100 donation
- Kelly Cards who sold Christmas Cards in support of ALONE again this year and raised €1,883.20
- The Bank of Montreal who donated €18,877 and who will continue their partnership with ALONE into 2022

Funds were also received through a number of Trusts and Foundations including:

- United Way Worldwide donated €61,000 (Cardinal Health) funding for support positions and expenses
- CAF (Qualcomm) donated €16,977 in support of our tech program
- Grifols donated €5,000 in support of our work with older people
- The Community Foundation for Ireland donated €104,600 in support of a number of programs



Community Fundraising

- **Dragons at the Dock** - Teams of 20 had 8 weeks to run, walk, cycle and crawl the accumulative distance from Dublin to Hong Kong benefiting 5 charities. The Dragons at the Dock raised €20,000 for ALONE.

While ALONE was the beneficiary of a short-term windfall in fundraising levels during the Covid 19 pandemic. We are spending the money in supporting more older people. With thanks to public support, we are now supporting 3 times more older people a year than we did in 2017. In 2021 we supported 9,500 and by the end of 2024 we will grow this to 27,000 older people a year.

Fundraising In 2021



Total

€2,839,341 was the total raised in 2021.



Christmas

We raised €107,686 through our Christmas Donor Mailing.



Variety

We generated over €166,432 in corporate fundraising.



Legacy

14 people chose to support us in their will.



'Donal would like a call back from Fundraising as he would like to make a donation over the phone as before. He asked to be contacted within the hour as he is going out.'

Organisational Development Summary - Governance

Regulation, Standards and Codes ALONE is registered with The Charities Regulator (Registered Charity Number 20020057).

We made our annual return to The Charities Regulator on 28/10/20. ALONE complies with the Governance Code for Community and Voluntary Organisations.

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 Lobbying Act 2015.

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

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

ALONE was successful in achieving the ISO9001:2015 Quality Standard.

ALONE was successful in achieving the Excellence Standard for Quality in Befriending Award. This is the highest standard award and shows the commitment and desire to provide the best quality service to volunteers and older people.

ALONE was successful in renewing the Investing in Volunteers quality standard. We are an Approved Housing Body (Tier 2). We comply with the Voluntary Code for Approved Housing Bodies, as regulated by the Housing Regulator.

We are a member of the Irish Council for Social Housing (ICSH).

Board of Trustees

Mr. Joe Sheehy (Chairperson)

Mr. Eddie Matthews (Vice Chairperson)

Mrs. Eimear Cahalin (Treasurer)

Ms. Annette Gavigan (Secretary)

Mr. Ed Sibley

Mr. Kevin McConville (Honorary Member)

Mr. Mark Mulqueen

Ms. Siobhan Hamilton

Ms. Sarah McDonnell

Ms. Mary Walshe



Financial Summary

Per Annual Accounts 2021

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

- 1 Corporate donations accounted for 21% of our income in 2021, and were down 28% compared to the previous year.
- 2 Benefit in kind / non-cash donations were down by 43%.
- 3 Rental Income increased by 10% from 2020.
- 4 Income from the HSE accounted for 29% of our total income, and was up by 32% in 2021.
- 5 Legacy income increased tenfold in 2021, accounting for 8% of income.
- 6 The value of our investment portfolio increased by 430k in 2021. An additional €1.5m was invested in line with our policy of strengthening reserves.

Income Chart

	2021	2020
General donations	814,827	1,505,12
Non Cash Donation	501,180	876,126
Corporate donations	1,481,560	2,060,333
Legacies	561,484	50,483
Grants other	-	-
Grants - Stats	49,943	111,138
DCC Grant Amort	159,217	159,217
Statutory Income	2,122,126	1,602,193
Rent	992,625	904,061
Investment income	508,131	74,443
Other Income	7,279	5,870
TOTAL INCOME	7,198,372	7,348,992
Expenditure		
Governance Costs	187,658	199,926
Cost of generating Funds	205,554	178,171
Support Costs	435,754	411,114
Direct Charitable Expenditure	4,266,710	3,981,442
TOTAL Expenditure	5,095,676	4,770,653
Net Income/Expenditure	2,102,696	2,578,339



ALONE

Olympic House, Pleasants Street, Dublin 8.

National Support and Referral Line 0818 222 024

Available to download from www.alone.ie

Registered Charity Number: 20020057