



ANNUAL REPORT 2022

Changing an ageing Ireland

ALONE

YOU'RE NOT ALONE



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2025 Impact Statement vs 2022

Where we are going



9,000
Volunteers



865,000
Volunteer Hours



500,000
Support and
Befriending Visits



450,000
Support and
Befriending Calls



5,000
Older People using
Technology in the home

Where we are



4,956
Volunteers in 2022.



224,656
Volunteers Hours
were given in 2022.



71,332
Support and Befriending
visits were made in 2022.



169,351
Support and Befriending
Calls were made in 2022.



4,566
Older people were
supported with
technology in 2022.

2025 Impact Statement vs 2022

Where we are going



27,000

older people to receive ALONE
co-ordinated support



320

Housing with Supports Provided



10

ALONE mergers with
other organisations



50

Local Partnerships



100

ALONE Community Network
Organisations supported with
training

Where we are



22,300

older people supported
in 2022



52

Housing with Supports
started construction in 2022



7

Mergers completed



50

collaborations with other
organisations



120

organisations from across
Ireland are members of
CIN.

What we do

Support Coordination

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 include providing technology solutions for older people to remain at home.

Support & Befriending

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.

If you need to describe visitation and telephone separately:

Visitation Support & Befriending

ALONE's Visitation Support & Befriending Service provides regular visits to an older person. We provide friendship, practical support and links to local activities and initiatives.

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 accessed by all organisations including 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. Older people can also self-refer or be referred by family members and friends.

The National Support and Referral Line aims to provide support to:

- Older people calling for support and access to our services and help to resolve issues such as housing, health, financial concerns.
- Older people calling with feelings of loneliness, isolation, and fear.
- Older people and general public calling for information.
- ALONE Volunteers querying about Support & Befriending Visits or raising concerns for the older people they visit. In 2022, we began developing our BFriend App which will streamline this process.

Telephone Support & Befriending

ALONE's Telephone Support & Befriending Service provides daily or weekly telephone contact to an older person. We provide friendship, advice and offer information on health and wellbeing, risk management and how to get involved in local activities and relevant initiatives.

Social Prescribing

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

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.

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

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

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.

Community Impact Network

ALONE's Community Impact Network is building the capacity of community groups through resourcing, computerisation, training, knowledge sharing and collaborative working. ALONE is developing partnerships between statutory, community and voluntary services which will enhance services for older people across Ireland. We support other organisations to replicate proven models of service to create a sectoral infrastructure and to consolidate community services provision nationally.



Our Model

The ALONE model is a defined area within which older people have access to a full range of key services which enables them to age at home.

The ALONE model

- Supports the implementation of national strategies.
- Enables a multi-agency approach.
- Encourages the sharing of data and information.
- Identifies gaps and blocks in local services.



ALONE Model of Integration & Alignment



Across Multiple Strategies & Programs



SHARING OUR KNOWLEDGE AND DATA



IDENTIFYING:

- GAPS
- BLOCKS
- EMERGING NEEDS

TECHNOLOGY DRIVEN



USING TECHNOLOGY TO INCREASE HUMAN CONTACT

- ASSISTIVE TECH
- SECURITY
- SOCIAL INTERACTION
- TRAINING



Living Well at Home

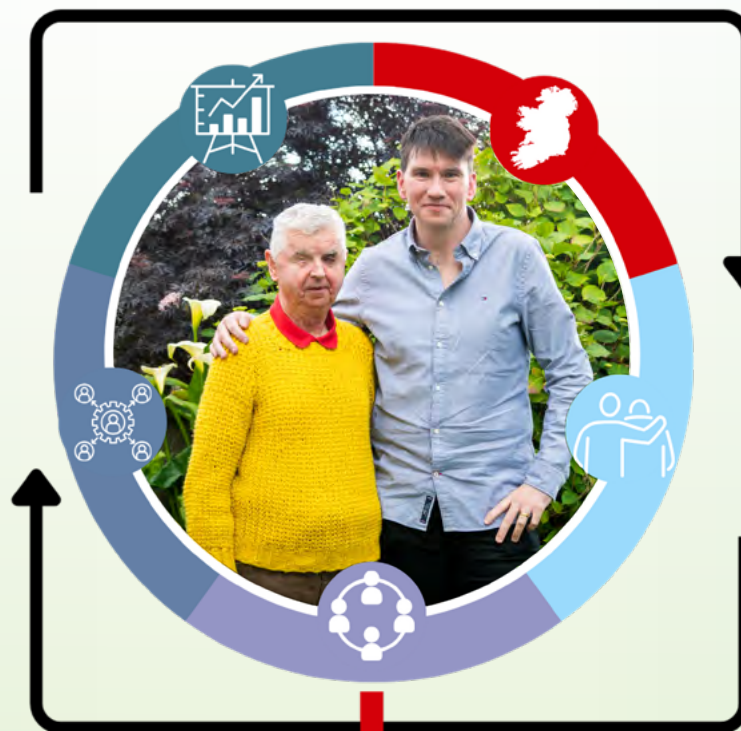


Enhanced Community Care



Acute Care

The shift left



ALONE Model & Services

- SUPPORT COORDINATION
- SUPPORT & BEFRIENDING
- TELEPHONE & VISITATION
- HOUSING WITH SUPPORTS
- SOCIAL PRESCRIBING
- HEALTH AND WELLBEING
- ASSISTIVE TECHNOLOGY

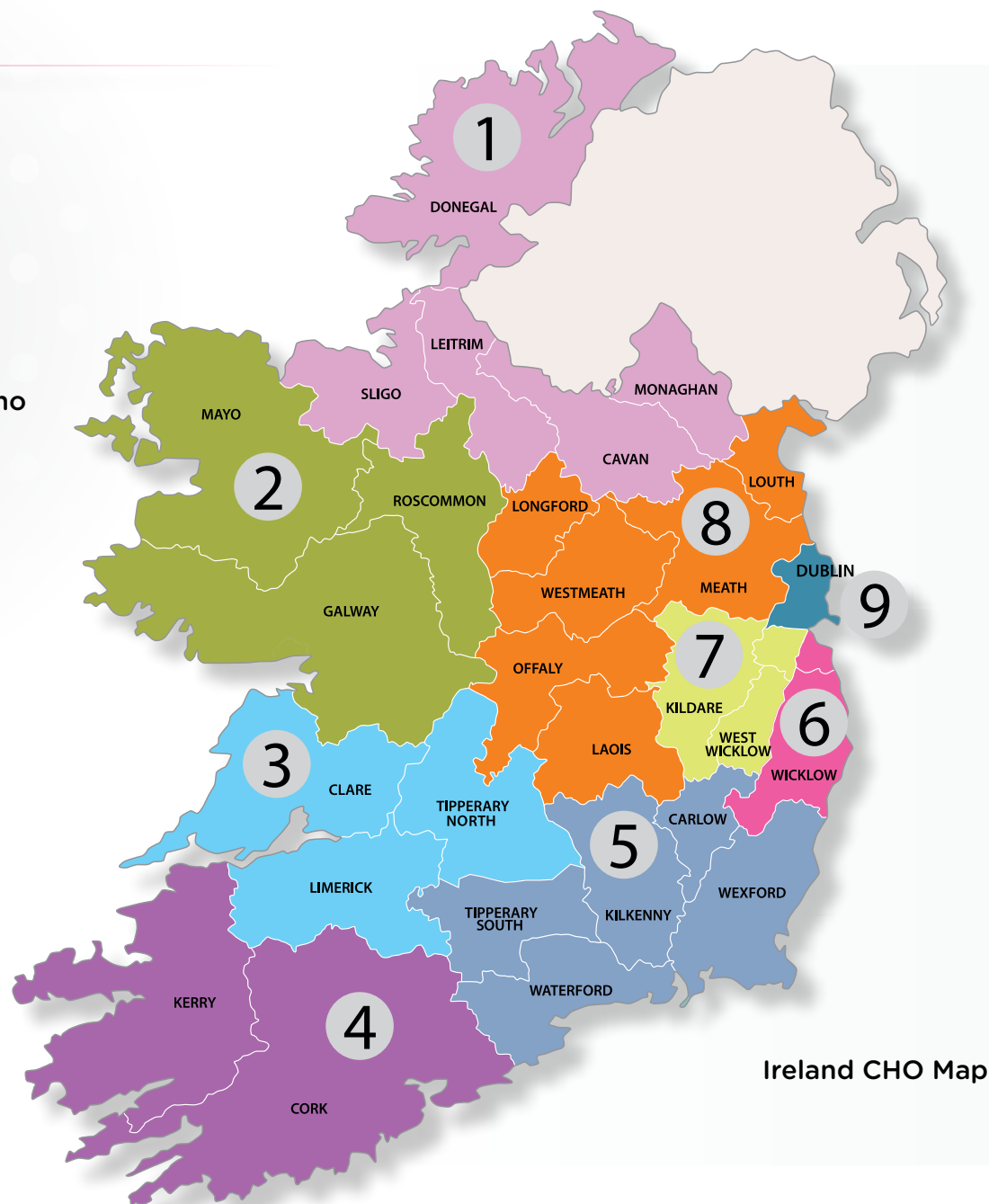
ALONE OPERATES AS A NETWORK WITH 120 MEMBERS IN OUR COMMUNITY IMPACT NETWORK



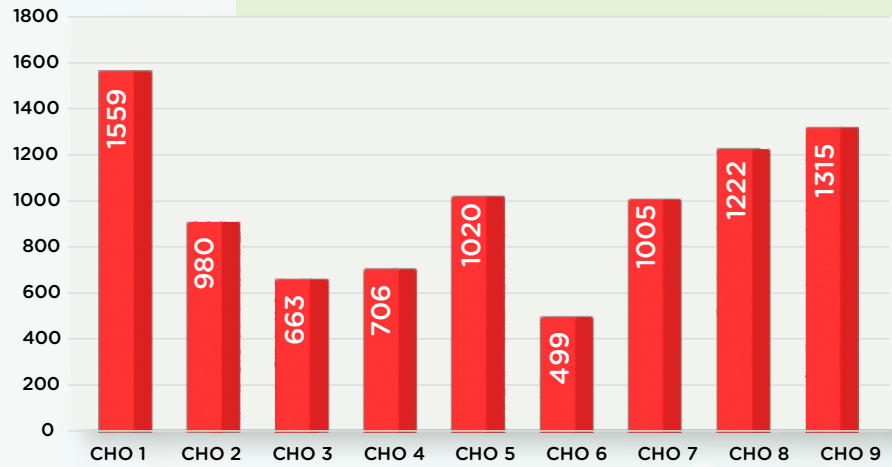
- ACROSS 96 CHN AREAS
- INTEGRATING AND ALIGNING WITH ECC/HOMECARE, A&E DISCHARGE, FIT, ICPOP, PRIMARY HEALTHCARE TEAMS

Who we support

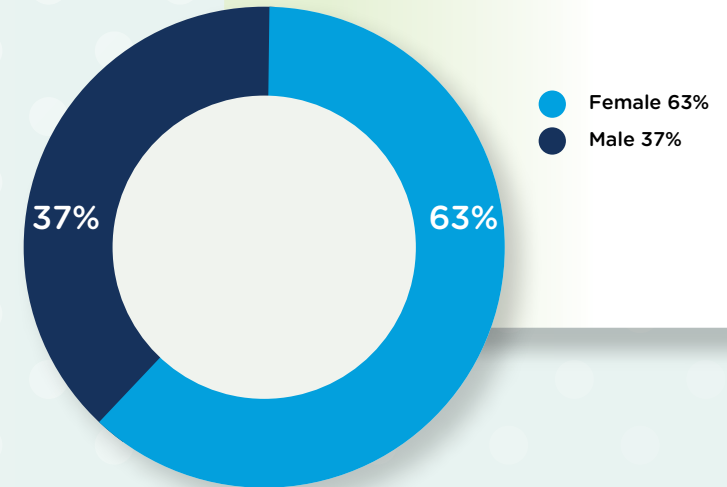
In 2022, ALONE supported 22,300 older people across all 9 Community Health Organisations (CHO's). These CHO's deliver services outside of the acute hospital system and include primary care, social care, mental health, and health and wellbeing services. The average age of people who ALONE supported was 75 years old.



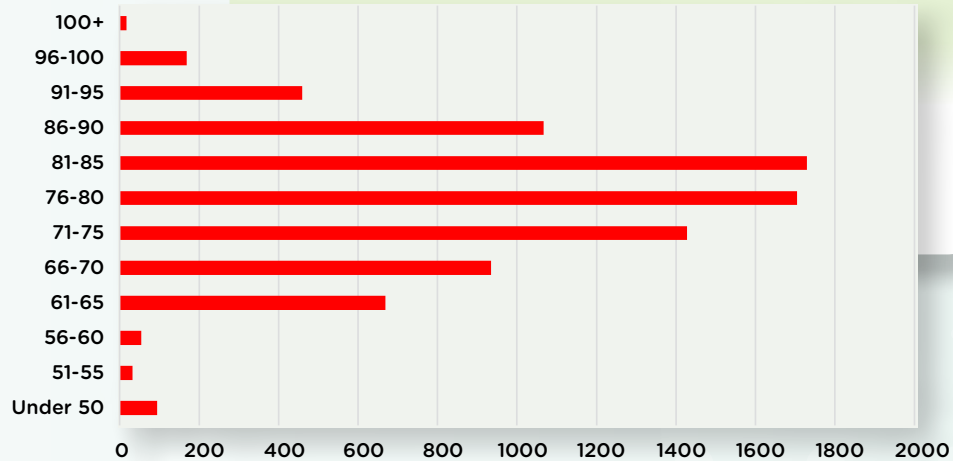
People Supported by Area



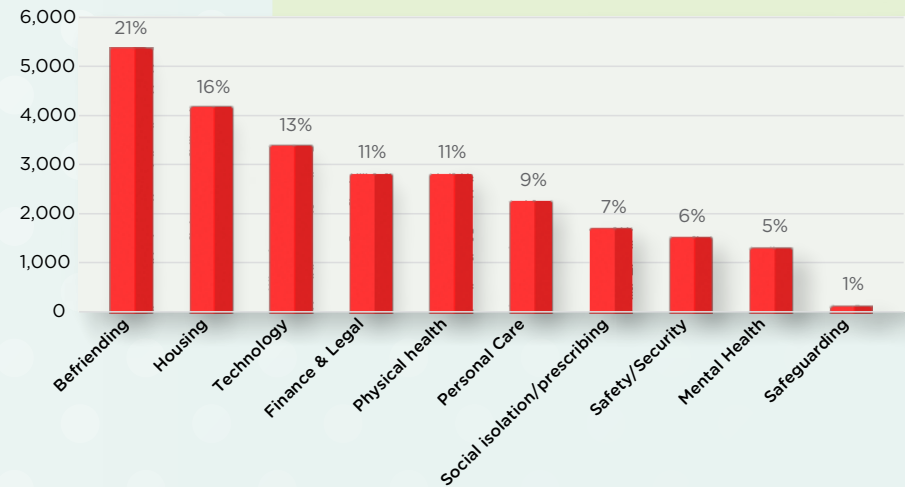
Older People Supported by Gender



Older People Supported by Age Profile



Highest Area of Need (Supports Given)



Chairperson's Message

I am delighted to present our 2022 annual report.

The report demonstrates that ALONE is on track to fulfil its goals as set out in its Strategic Plan by 2025. 2022 was another year of increased demand for the organisation, and on behalf of the board of trustees we are proud that this growth is responding to the growing needs of older people in Ireland. It is with great pride that I can report that ALONE continued to provide its crucial supports and services throughout 2022, as well as meeting its commitments to Charity and Housing Regulators, and ensuring maximum quality and compliance in all areas of the organisation.

ALONE exists exclusively to support older people to age in place. This remit has grown to encompass several different areas of support from loneliness, housing, health, finance, technology, social prescribing and transport. It is the older people that we work with that fuel the growth of ALONE, and it is our staff and volunteers that put this growth into action.

I would like to place on record my thanks to the Board and to the Leadership team for helping to deliver this impressive year, and of course to the staff and volunteers for all of their hard work. As a board, it is

our responsibility to ensure that we protect and grow ALONE in its core mission to change the way we age in Ireland, support people and families in their communities and offer innovative supports. Through this year of growth ALONE has stuck with its values of honesty, integrity, innovation and compassion in all that it has done not just by supporting older people but in the work that ALONE has done in leading the way in preparing for an ageing population as the country's demographics continue to change.

The three Board subcommittees have continued to operate throughout the last year. We have grown the number of staff within the organisation by 82%, invest in the creation of Housing with Support that will provide age- friendly housing for older people we work with, increased the number of volunteers by 30% to provide more older people with Support and Befriending and helped older people access financial supports during a period of 40-year high inflation.

This report is a snapshot of the good work done by ALONE in 2022 and goes only part of the way of reporting on a fantastic year for ALONE.

Kind Regards,

Joe Sheehy,

Chairperson.



Chief Executive Message

It is with great pleasure and utmost gratitude that I present our Annual Report for 2022.

Throughout the pages of this report, you will discover the unwavering commitment and tireless efforts of our dedicated Staff, Board, Volunteers, and Supporters who have relentlessly worked towards our mission of supporting older people to age happily and with dignity in their own and communities.

I am delighted to report that we are on track to complete our targets set out in our Strategic Plan, through the achievements of staff, volunteers and older people. I would like to thank our Board of Trustees for their ongoing support as we continue to grow to fill the gap.

As we delve into the contents of this report, we will explore the transformative impact of ALONE's programs and services, which have served as beacons of hope for countless older individuals, enabling them to maintain their independence, find companionship, and access the essential support they require. The stories within these pages will provide a glimpse into the lives we have touched, the challenges we have overcome, and the meaningful change we have fostered within our society.

However, our accomplishments would not have been possible without the unwavering support and generosity of our partners, donors, and the wider community. Your belief in our mission and your willingness to stand alongside us in our endeavours have been instrumental in realising our shared vision of a society where no older person is left behind.

Operationally, we have continued to optimise our outputs through our Quality Management System to ensure that our standards remain high. Our work with partners and external organisations to better support older people in their communities is a key part of the work that we are looking to do, maintaining and growing this network is a key priority in the years to come. We have also ensured that we are financially sustainable and fully compliant.

As we reflect upon the year gone by, we acknowledge the trials and tribulations faced by all in the wake of unprecedented global challenges such as recovering from the COVID-19 pandemic and responding to a cost-of-living crisis. Nevertheless, it is through adversity that the strength and resilience of our organisation and the individuals we serve truly shine. ALONE has remained steadfast in the face of adversity, adapting our services to ensure the safety and well-being of those we support, while never compromising on our commitment to deliver the highest quality of support and compassion.

I have often remarked that NGOs operate in the gaps. We exist to provide support that does not exist, ALONE is a leading example of this. Not only are we providing the supports for older people today, but we are advocating and challenging policy makers for crucial reform in welfare, housing, health and transport to best prepare for an ageing population. We are currently at 1 million people over 60, and this figure is only going to grow in the coming years. There is an unfortunate gap in planning for our changing demographics that ALONE currently exists in, and we hope that as we continue to lead the way that more will follow. ALONE is leading the way in responding to an ageing Ireland, for both now and in the future.

Kind Regards,

Seán Moynihan,
CEO of ALONE.



Key Achievements

- In 2022, ALONE operated all services **365 days** of the year.
- We supported 22,300 older people.
- ALONE completed **25,687** interventions.
- **18,456** calls were made to our National Support and Referral line.
- **4,795** assessments were made by ALONE.
- In October we broke ground on the Pilot Project for Housing with Support in Inchicore, Dublin, in partnership with DCC and HSE, which will deliver **52** homes.
- **169,351** Support and Befriending calls were made to older people by ALONE.
- **71,332** visits by our volunteers to the older people we support, providing practical supports and social prescription.
- We had **4,956** volunteers supporting our services.
- Volunteers gave **224,656** hours of valued support to our older persons.
- ALONE trained and subsequently added **1,145** new volunteers to our frontline services.
- We matched **1,356** volunteers with older people.
- Volunteer provided **€2,538,613** worth of support to older people.
- **994** older people were given a Christmas dinner by ALONE and our partners in addition to ALONE making 5,161 Christmas calls, the highest amount of Christmas Dinners ever delivered by ALONE.
- **1,298** assistive technology devices were distributed and installed across the country.
- Established a **new online referral form** allowing us to improve our support for older people by integrating more with our MIS system.
- **100** organisations were supported by our Community Impact Network.
- In November, we launched the **HALO report** describing an evaluation of the ALONE Visitation Support and Befriending Service.
- Fundraised a total of **€2,539,168**.
- **40 press releases** achieved a total reach of 164 million with a media value in excess of €5m.

Volunteers

Volunteers are the bedrock of the support that we provide to older people. Our volunteers share their time, compassion and expertise with us, and this puts us in a position to best support our older people. All of our volunteers are treasured by ALONE. All of our volunteers are supported, trained and Garda vetted. We have a target of 9,000 volunteers by the end of 2024, this is crucial in ALONE's mission to support 45,000 older people.

Our Volunteer department achieved significant milestones in 2022 that have had a positive impact on our strategic goals of growing quality and compliance standards across the organisation. Here is an overview of our accomplishments:

- Received reaccreditation in Quality in Befriending, which demonstrates our commitment to providing high-quality services to our volunteers and the older people we support.
- Completed the Volunteer Programme Survey for the first time in three years, which helped us gather valuable feedback and insights from our volunteers to improve our programs and services.

- Developed an Annual Training Plan for 2023 to ensure that our volunteers receive ongoing training and support and introducing additional training sessions on important topics such as boundaries, safeguarding vulnerable adults, communication styles, challenging calls, and dementia awareness, which helps our volunteers enhance their skills and knowledge.
- Authored a Diversity and Equality Policy to ensure that we promote inclusivity and diversity in our programs and services.
- Reviewed and updating our Volunteer Policy and Volunteer Agreement to ensure that they align with our strategic goals and current best practices.
- Created a Volunteer Feedback Procedure and a Volunteer Training & Development Procedure to ensure that we provide ongoing support and feedback to our volunteers.

"When you hear a knock on the door when you live alone, it's like a beam of light coming into your life."

- Introduced ID cards work instructions for our volunteers to ensure that we maintain proper record-keeping and ensure the safety of our volunteers and the older people we support.
- Supported the development of Telephone Support Coordinator Procedure and NSRL Coordinator Procedure to ensure that our volunteers receive proper guidance and support when providing services remotely.



Partnerships

"B Called the NSRL & Wanted to avail of Christmas dinner for both her and her husband. Has mobility issues- cannot cook this year and can't make it to RDS- this was arranged by ALONE."

ALONE has continued to grow its network of partners in 2022, partnering with over 50 organisations. It is through our partnerships that we can grow the support coordination that we offer older people from areas such as Mental Health, Loneliness, Finance, Safety and Security.

- ALONE partnered with Helplink Mental Health Counselling to make mental health counselling more accessible for older persons. Available national data (e.g., from the TILDA survey) shows substantial unmet need for access to mental health services for older persons with common mental health conditions such as anxiety and depression. Utilisation of counselling/psychotherapy services amongst older people is considerably lower relative to need in comparison to other age groups. This video counselling pilot enable individual to access counselling who perhaps couldn't access counselling priority to pilot due to reasons including mobility, financial or local availability.
- We worked with MABS to provide better support for older people through our staff.
- ALONE created a pilot partnership with the Gaelic Athletic Association and their Healthy Club network to run information and awareness events to begin in April 2023. The purpose of the events will be to learn more about the work of ALONE and begin a discussion on how clubs and communities can be more active in supporting older persons living locally. There will be review with both partners in June 2023 to gauge how successful the pilot was and what might need to change to ensure greater impact.
- ALONE developed a pilot scheme with An Garda Síochána across the following areas: Castlebar (Mayo), Mullingar (Westmeath) Dublin Metropolitan Region (DMR) Divisions. The pilot includes in-person information sessions with both local Support Coordinator and Community Impact Coordinator in attendance. This creates referral pathways to ensure older people suitable for supports that ALONE offer are accessing our services and provide training to community guards on issues affecting older persons.

- As part of our winter response ALONE partnered with the Department of Energy, Climate and Communications in the cross-Government 'Reduce Your Use' public information campaign, which helped to ensure that older people were availing of all of the supports that were available to them. ALONE worked with partners such as Bord Gáis, SSE, Electric Ireland to deliver over €53,000 in energy credits to older people in 2022.



Attendees at a HiDigital Training Day.

REDUCE
YOUR
USE

Housing

"J has been told that she has to vacate her apartment at start of February as landlord selling. She is on Fingal waiting list for last 18 years and is getting nowhere with them. She is very worried as they have nowhere else to go. She would like support from ALONE in relation to housing."

Housing overtook Loneliness as ALONE's main area of support in Quarter 4 of 2022. The inadequacy of housing for older people has left many older people who want to age in their community with a chronic lack of options. ALONE has piloted a 'Housing with Supports' in order to show the way forward for housing an ageing population.

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. This is a model of housing that is championed by ALONE as it is independent, scalable, cost-effective, community-based, person centred and safe.

Demonstrator Project – Richmond Place, Inchicore.

The construction of 52 units along with staffing and communal areas commenced in September 2022 and is due for completion in May 2024. This is the first HwS scheme in Ireland and will be housing approx. 70 older people with a support need. This development is in partnership with Dublin City Council, HSE and Circle VHA.

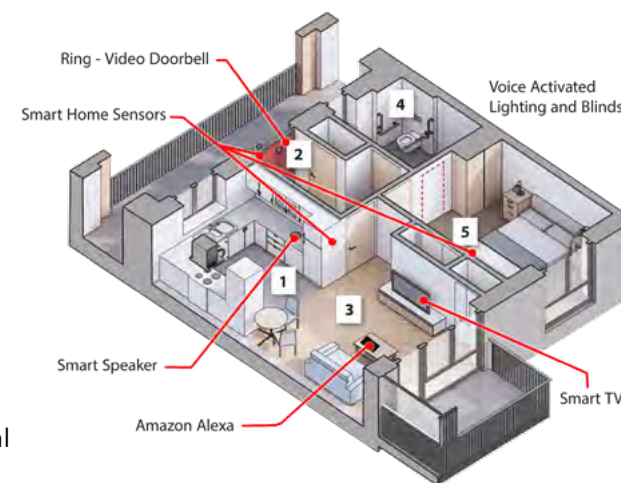


Jamestown Court

The design has been completed and planning application lodged for 40 Universally Designed homes and a communal area in Jamestown Court.

Other projects

In addition to the projects that we have already completed and are in construction, we are at different stages of working with other opportunities, and always hope that this model will be picked up by others and rolled out at greater scale. ALONE currently has additional Housing with Supports in various stages of development across 6 separate locations.



The floorplan for a typical one-bedroom Housing with Support unit.

National Support & Referral Line – 0818 222 024

Our National Support and Referral Line is supported by remote Volunteers who work from home typically for 4 hours per week.

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 to access our services and obtain advice and information seven days a week from 8am –8pm.

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 can refer older people to our services through the National Support and Referral Line.

The National Support and Referral Line is a gateway in providing access to all services provided by ALONE.

Loneliness is still the key reason for calling the NSRL: 2938 calls were people lonely or just wanting a friendly chat.



Calls to our National Support and Referral Line can vary between

Housing Calls

"J is a new OP caller and was wondering if she could get help with applying for a Housing Grant Application. Her husband is coming out of hospital soon and will be on dialysis. She also needs to sort out home help. This was Referred for their Support Coordinator for further supports.

Referrals

"Rang about another older person who she met not from Ireland. I advised how we would need her consent to phone her— she understood this. Worries that she is lonely and has limited support. We had a good chat about the situation and how she could signpost her."

Technology

"K would like to refer her brother J to ALONE for Assistive Tech (Pebble Alarm), J is currently in hospital after being knocked down at a road crossing. He would like an alarm when he goes home and when he leaves his house for safety. Support Coordinator will link in and provide information on this service."

Supportive Chats

"B called in about losing her dog a few weeks ago and how much she missed the dog she just wanted to chat to someone about it and was happy when the call ended."

Transport

M wanted advice about accessible taxis. Referred her to Freenow and she is going to check out the app.

Loneliness

"S called and said she was feeling very lonely and low. She just started to get bf calls from ALONE and thinks they might be helping a bit, but she wanted to talk to someone today just to hear another voice."

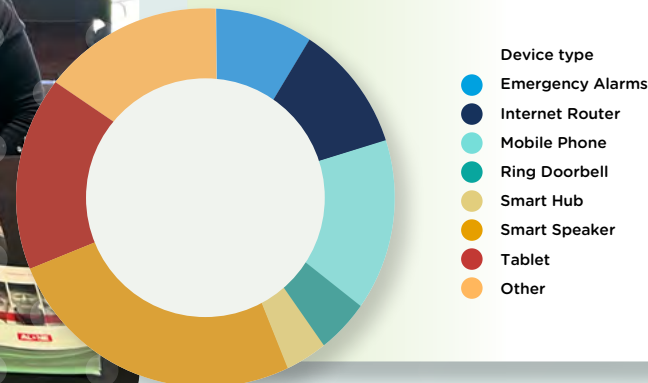
Technology Engagement



In 2022, ALONE continued to leverage technology to enhance our mission of providing support and assistance to age at home. We recognise the importance of staying at the forefront of technological advancements to better serve our clients, partners, and stakeholders.

ALONE installed 1,298 pieces of Technology including Smart Speakers, Ring Doorbells, Internet Router, Tablets, Smart Hubs and Blood Pressure Cuffs.

Technology Engagement



Another part of Technology Engagement is partnering with different organisations to deliver the knowledge that is required to bridge the digital divide. ALONE continued its partnership with Vodafone Foundation 'HiDigital' which seeks to empower organisations to support older people to pick up more digital skills.

"I was beginning to forget day to day tasks, like taking medication and such, but with the help of ALONE supporting me with Alexa, it is all scheduled throughout the day, Alexa reminds me when to take my meds. Its brilliant"

"It's like a voice in the room when you live alone (company). Could play anything that you wanted and could tune into radio shows. Would like a booklet left with device step by step how to use it as may forget training. The fact you can contact someone with the Alexa is brilliant."

Community Impact Network

ALONE's Community Impact Network is building the capacity of community groups through resourcing, computerisation, training, knowledge sharing and collaborative working. ALONE is developing partnerships between statutory, community and voluntary services which will enhance services for older people across Ireland. We support other organisations to replicate proven models of service to create a sectoral infrastructure and to consolidate community services provision nationally.

As part of membership, the Community Impact Network members receive a range of benefits including ongoing supports in:

- Provision of resources including networking opportunities.
- Assistance to build the capacity of community groups through delivery of existing training, generating new training, custom-made training, and collaborative training for members organisations.

- Attendance at regional and national collaboration events for members to discuss emerging needs and work together to address them. Local statutory, community and voluntary services will also be invited to these events.
- Upskilling and the provisions of free digital skills training via Hi-Digital training to help bridge the digital divide for older people.

| KPI's | Totals |
|---|----------|
| No of CIN member organisations | 100 |
| No of organisations availed of training | 25 |
| No of older people indirectly supported | 18, 889+ |
| No of organisation nationwide that the CIN communicated with via phone, email, zoom & teams | 340 |



CIN Staff Members and Focus Group Attendees, Monaghan 17th August 2022

"Really enjoyed the training, informal and informative great to share information and meet new faces, easy to ask questions and discuss issues etc."

In 2022 Community Impact Network offered free online training to organisations supporting older people. The training topics offered were:

- How to Train your Befrienders
- Support and Case Management Training
- Befriender Training
- How to Promote your Service
- How to collect and use case studies
- How to manage difficult calls
- How to motivate volunteers
- How to write grant applications
- Digital Champions Workshop

25 organisations registered for the training.

Human Resources

2022 highlights the exceptional growth of ALONE and the significant impact of the HR department's recruitment efforts. Throughout the year, our diligent recruitment practices, targeted talent acquisition strategies, and participation in recruitment fairs have yielded remarkable results, resulting in exponential growth in employee count to 175.

Recruitment initiatives and event participation have provided valuable opportunities to showcase promotion ALONE as an employer, engage with potential candidates, and highlight the unique benefits and growth opportunities we offer. The positive response and increase in our headcount are a testament to the success of our recruitment initiatives and our ability to stand out as an employer of choice.

In 2022 ALONE have implemented enhanced benefits to further support employees. We understand that offering competitive and comprehensive benefits is vital in attracting and retaining top talent, fostering employee satisfaction, and promoting overall well-being. The enhancements for introduced in 2022 are listed below.

- **Introduction of HSF Assist:** We are thrilled to introduce HSF Assist, a new employee assistance program that provides confidential and professional support to our employees. HSF Assist offers a range of services GP, Prescription and counselling as well as legal advice.

- **Enhanced Mileage Rates:** This adjustment acknowledges the importance of their travel and ensures that they are fairly compensated for their business-related journeys.
- **Further Education Policy:** We believe in fostering continuous growth and development for our employees. This policy provides financial assistance and flexible arrangements to encourage employees to pursue additional education or professional certifications, enhancing their skills and advancing their careers.



Research and Evaluation

In 2022, ALONE conducted various research and evaluation activities to assess the impact of our services and to contribute to our knowledge about ageing.

- We continued to capture data to help us better understand older people's needs and respond appropriately. In partnership with others, we developed and rolled out new assessment and referral forms across the organisation.
- We reported monthly and quarterly to our funders, including the HSE, on our progress and impact of our service, and to support all teams/ departments across the organisation in developing better insights from the data they are gathering.
- We developed a range of new policies and procedures to help us better manage research and evaluation projects in ALONE.
- In September, we appointed a new Senior Manager for Research and Evaluation, to lead this function and develop a strategy to guide our work into the future.
- In November, we launched the HALO report describing an evaluation of the ALONE Visitation Support and Befriending Service. Funded by ALONE and the HRB and conducted by researchers at Trinity College Institute of Neuroscience (TCIN), this project found support and befriending services for older people reduced a decline in health among older people.
- In December, we held the first meeting of the Loneliness Taskforce Research Network, linking researchers interested in and actively studying loneliness and its physical and psychological health consequences.



ALONE CEO Seán Moynihan, Annette and researchers Dr. Caoimhe Hannigan and Dr. Joanna McHugh Power at the launch of ALONE and the Health Research Board's supported research in Trinity College Dublin.

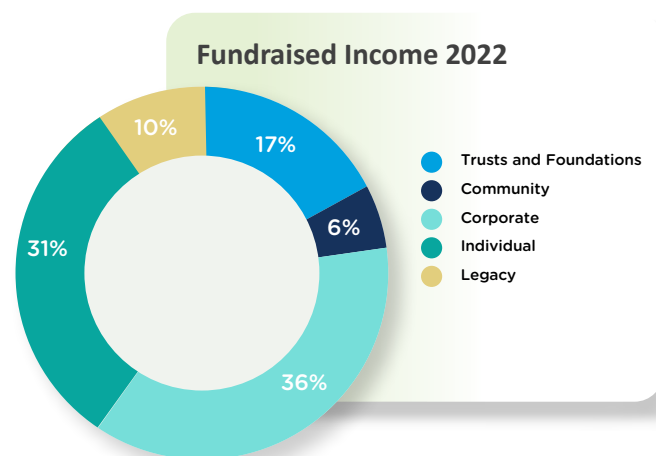
Our ICT Department carried out various strategic projects and activities to improve and facilitate the growth of the organisation and helping to support the services delivered to older people in the community.

- We created new online referral forms to support the referral of older people who require support services.
- We carried out a donor automation project to automate donations coming from ALONE.ie to our internal Salesforce environment. This supports more accurate reporting and the capturing of donor information.
- A new service manager daily reporting dashboard was setup within Salesforce for Service Managers.
- We launched a reporting project in late 2022 to standardise ALONE's internal reporting.
- A Project Group was established to create a new app for our volunteers, and the requirements documentation presented to Octagon. ICT App development started in the last quarter of 2022.
- Enhancements to IT Security included upgrading firewalls in all office locations, rolling out Anti Threat Protection for email, and upgrading anti-virus on all users' laptops.
- We authored a series of new Policies & Procedures in 2022: IT Procedure, New User Policy, Mobile Phone Policy & Salesforce Technical Support & Change Request Management Procedure.



Fundraising

ALONE raised over €2,121,582 in 2022. More than 36% of our income came from the generosity of our corporate supporters who donated both financially and through giving their time and skills.



116 companies supported our work over the year, space prohibits us from naming everyone, but our key partners include:

- Ballymaloe Foods
- Glenveagh Properties
- Horizon Therapeutics
- McCabes Pharmacy
- The Bank of Montreal
- Mallinkrodt Pharmaceuticals
- Musgraves
- Vodafone

✓ *14 companies took part in corporate maintenance days.*

✓ *3 social outings were organised for older people by Ballymaloe Foods and Deloitte*

✓ *At Christmas companies donated 300, €40 vouchers and 400 hampers for older people across the country.*

Key to Dignity Campaign

The Key to Dignity Campaign asks restaurant diners to add an extra €1 to their bill in aid of ALONE. This campaign has been updated and the brand refreshed in 2022, Bang Café is one of the first restaurants to promote this campaign.

Legacy Fundraising

We are humbled to be remembered by those who include us in their will. This year we:

✓ Received 16 legacies in 2022 totalling €208,371.

✓ Developed a legacy pack promoting legacy giving which was launched in March 2022.

✓ Became members of MyLegacy - an umbrella group of 80 charities promoting legacy giving.

Community Fundraising

Despite community fundraising being severely hampered during the lock-down, more than 70 fantastic community groups across the country raised €125,868 for us including:

- ICU4U
- International Kickboxing Federation
- Kilkenny Lions Club
- Robert Sheridan
- St Agnes Parish
- Drumcong National School



Staff members from Glenveagh during a maintenance day at ALONE Housing.jpg

Communications and Campaigns

Our Communications Team was active across several campaigns in 2022, and assisted the organisation with recruiting volunteers, raising funds, growing staff numbers and advocating for political and social change for older people.

Humans of Dublin

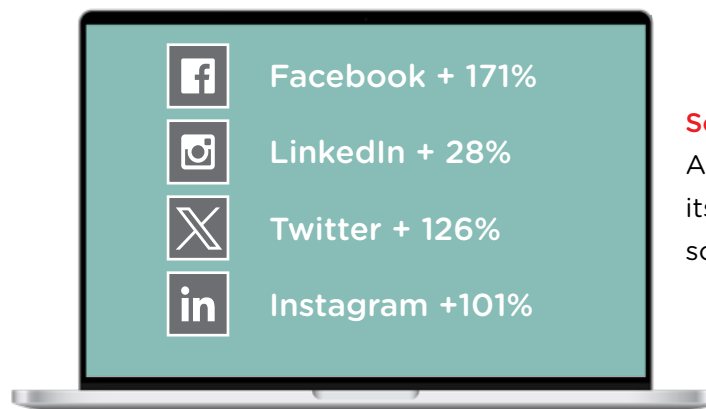
In August, ALONE teamed up with Humans of Dublin to document the story of 3 older people who had received support from ALONE and their volunteers. The stories highlighted how ALONE works to support those older people who are affected by Loneliness through the work of our volunteers. The campaign was successful in raising more awareness of ALONE's services, recruiting more volunteers and more donors.

Share the Warmth

ALONE ran a winter campaign around the increasing cost of living crisis and loneliness and the impact that they would have over the festive period. The campaign was launched by Brendan and Mary, who are a befriending match that ALONE made, with ALONE's CEO Seán Moynihan and Our Ambassador Joanna Donnelly.



ALONE's winter spokesperson Joanna Donnelly, ALONE CEO Seán Moynihan, ALONE befriending couple Mary McCoy and Brendan Crean at the launch of ALONE's winter campaign in the Westin Hotel, Dublin.



Social Media

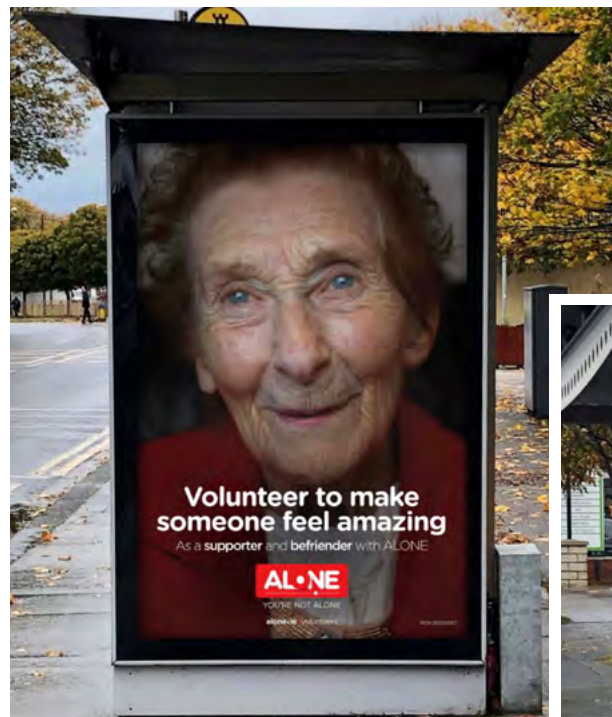
ALONE continued to increase its reach over 2022 on all of its social media platforms.

Outgoing Communications

ALONE communicated with over 4,000 older people directly by text message and direct mailing them a newsletter over the second half of 2022. ALONE also communicated with over 4,500 partners with an update on our work every second month as well as all our active volunteers.

ALONE made 40 press releases in total with a media value of over €5 million.

ALONE are grateful that our communications and campaigns continued to be supported by Bonfire with their design, creative and concept development, and by Limelight through their support and advice on public relations. JC Decaux also provided support through their charity partnership programme, through which ALONE received €370,000 worth of advertising space.



A sample of ALONE's volunteer recruitment posters featuring Leo Kelly and Elizabeth Nealon.



ALONE Support Coordinator Frances Sheeran with An Tánaiste Michael Martin and Sean Fleming TD at the Ploughing Championship.

Policy and Advocacy

ALONE had a busy year developing policy submissions, publicly campaigning, and working to develop further policy support for the needs of older people.

Key achievements included:

The development of a detailed Pre-Budget Submission to Government departments and associated media coverage. While not all of ALONE's Budget recommendations were implemented, analysis by the Vincentian MESL research centre showed that older people living alone received the highest rate of increased support in the Budget at 4.2%.

Attendance for the first time at various political parties' Ard Fheiseanna, which helped us to create key political contacts and raise awareness of the policy needs of older people.

Development of a range of submissions to Government departments, including:

- Housing Adaptation Grants, DHPLG
- Strategy to Combat Energy Poverty, DECC
- Referendum on Housing, Housing Commission
- Progress on the Roadmap for Social Inclusion, DSP
- Regulations for the Statutory Home Support Scheme, DoH
- Digital Public Services, DPER

Attendance at and submission to the Joint Oireachtas Committee on Housing regarding the housing needs of older people

Continued work as the secretariat of the Home Care Coalition and campaigning on home support services, including regular Coalition meetings with the Department of Health

Continued work as the secretariat of the Loneliness Taskforce, which included the first meeting of Irish loneliness researchers to develop a research network

As a member of the Age Alliance, ALONE supported the development of the submission 'Making the call for a post-pandemic focus on regaining older people's role in society.'

Central to the alliance is campaigning on;

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

A key achievement also involved input into the Department of the Environment, Climate and Communications' winter communications and outreach to older people experiencing fuel poverty. ALONE was a key partner of the Department in the delivery of the 'Reduce Your Use' campaign, specifically to the sub-campaign which encouraged older people to 'Stay warm and well' and prioritise spending on heating during the colder winter months. This also included raising difficulties older people were experiencing, such as difficulty accessing Community Welfare Officers, paying for solid fuel and oil, and accessing other grants and supports.

Alliance of Age Sector NGOs

ALONE is also a member of the Alliance of Age Sector NGOs which represents the collective thinking of seven significant NGOs working across the age sector in Ireland.

Separately, each of the Alliance member organisations continue to provide vital programmes and services for older people, support older people to contribute to and participate in community life and advocate for better policies, services and supports for older people at national and local level. Together, the Alliance collaborates to combat ageism and to seek action on the specific issues that make older people's lives more difficult than they need to be.

2022 was another busy year for the Alliance. Highlights across the year included the following among others:

- Development of a position paper for the Minister for Mental Health and Older People which set out the need to refresh and 'COVID-19 proof' the National Positive Ageing Strategy (2013).
- Development of an Annual Statement articulating the call for a renewed focus on regaining the positive role of older people, post pandemic, in Irish society.
- Research and development of a second edition in the Alliance's 'Telling It Like It Is' series. This important account:
- Exposed the ingrained nature and impact of ageism in Ireland in which older people are typically portrayed as uniformly frail and vulnerable.

- Revealed how there has been an implementation deficit in relation to many of Ireland's policy commitments relevant to ageing and older people.
- Identified the practical and evidence-based steps that can be taken to combat the ageism which has such a negative effect on every section in society.

The Alliance also committed itself, in 2022, to a three-year Strategic Plan which will guide its work and focus across 2023 – 2025. At the centre of this plan is a commitment to lead a campaign for the establishment of an Independent Commissioner for Ageing and Older People in Ireland.

The Alliance believes that such an independent authority will have a key role to play in reviewing and overseeing the adequacy of legislation, policy formation and future planning in respect of an ageing population. An Independent Commissioner would, the Alliance believes, be best placed to hold Government and public bodies to account on the pledges that have been made in respect of positive ageing.

The Alliance looks forward, in 2023 and beyond, to working collaboratively with a broad diversity of older people living across Ireland to expedite the establishment of such an office. We believe that an Independent Commissioner can provide the leadership required to enhance the capacity and capability of public services to address the challenges, and indeed opportunities, associated with population ageing.

The Alliance membership involves Active Retirement Ireland, Age & Opportunity, ALONE, The Alzheimer Society of Ireland, Irish Hospice Foundation, The Irish Senior Citizens Parliament, Third Age.

A tribute to John Mc Adam

We were profoundly saddened at the death of John McAdam, Independent Chair of the Alliance. John died peacefully after a short illness in Dublin on September 20th, 2022.

John had an immediate positive impact when he took up the role as Independent Chair of the Alliance in March 2020. He was a popular and highly engaged Chair, who had great empathy and understanding of the challenges and opportunities that people have as they age. John was trusted by all because of his inclusive style and his understanding of working in partnership. John set high standards and was keen for the Alliance to achieve whatever progress it could in a policy area that clearly meant a lot to him. He made particularly valuable contributions to Alliance discussions on our Strategy 2023-2025.

We extend our deepest sympathies to John's family. He will be remembered for his tremendous commitment, integrity, intellect, wisdom and great wit.



Organisational Development Structure

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 27/10/2022. 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. Mark Mulqueen
Ms. Siobhan Hamilton
Ms. Sarah McDonnell
Ms. Mary Walshe
Mr. Shane McGuinn
Mr. Eoin MacCrosain
Ms. Margaret Cronin
Mr. Kevin McConville (Honorary Member)

Financial Summary

Per Annual Accounts 2022

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

1. Corporate donations accounted for 12% of our income in 2022 and were down 23% compared to the previous year.
2. Benefit in kind/non-cash donations were down by 21%
3. Rental income increased by 3.9% from 2021.
4. Income for the HSE accounted for 66% of our total income, and was up 191%
5. Legacy income declined by 62%
6. Our investment portfolio showed a loss of €552,090 in 2022, an additional €2 million was invested in 2022 to strengthen the asset base of ALONE.

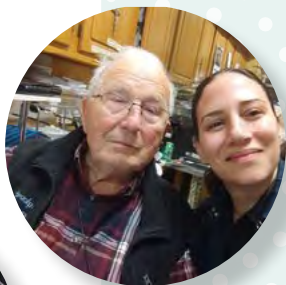
Income Chart

| | 2022 | 2021 |
|------------------------|------------------|------------------|
| General Donations | 787,660 | 814,827 |
| Non-Cash Donations | 398,143 | 501,180 |
| Corporate Donations | 1,143,137 | 1,481,560 |
| Legacies | 208,371 | 561,484 |
| Grants (other) | - | - |
| Grants – State | 4,461 | 49,943 |
| DCC Grant Amortisation | 159,217 | 159,217 |
| Statutory Income | 6,182,088 | 2,122,126 |
| Rent | 1,031,801 | 992,625 |
| Investment Income | (552,090) | 508,131 |
| Other Income | 49,212 | 7,279 |
| TOTAL INCOME | 9,412,000 | 7,198,372 |

Expenditure

| | | |
|-------------------------------|------------------|------------------|
| Governance Costs | 191,467 | 187,658 |
| Cost of Generating Funds | 213,120 | 205,554 |
| Support Costs | 1,148,812 | 435,754 |
| Direct Charitable Expenditure | 7,524,430 | 4,266,710 |
| TOTAL Expenditure | 9,077,829 | 5,095,676 |
| Net Income | 334,171 | 2,102,696 |

*If you or an older person you know
needs ALONE's support, You can call
us on our National Support and
Referral Line between 8am and 8 pm
7 days a week on 0818 222 024*







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