

ALONE



Annual Report 2023

Transforming
Ageing in Ireland

Pat Morgan

ALONE is mourning the loss of Pat Morgan, ex Chairperson of the Board, and one of the biggest driving forces behind what we are today.

Pat was firstly a husband, father and grandfather, but his energy and influence on our organisation is responsible for our ability to support thousands of older people across the country everyday.

He was an original founder and treasurer and later became Chairperson, guiding the organisation through the growth and development that makes us what we are today.

Pat's legacy lives on in all the people we can support through his ability and vision.



ALONE Model of Integration & Alignment

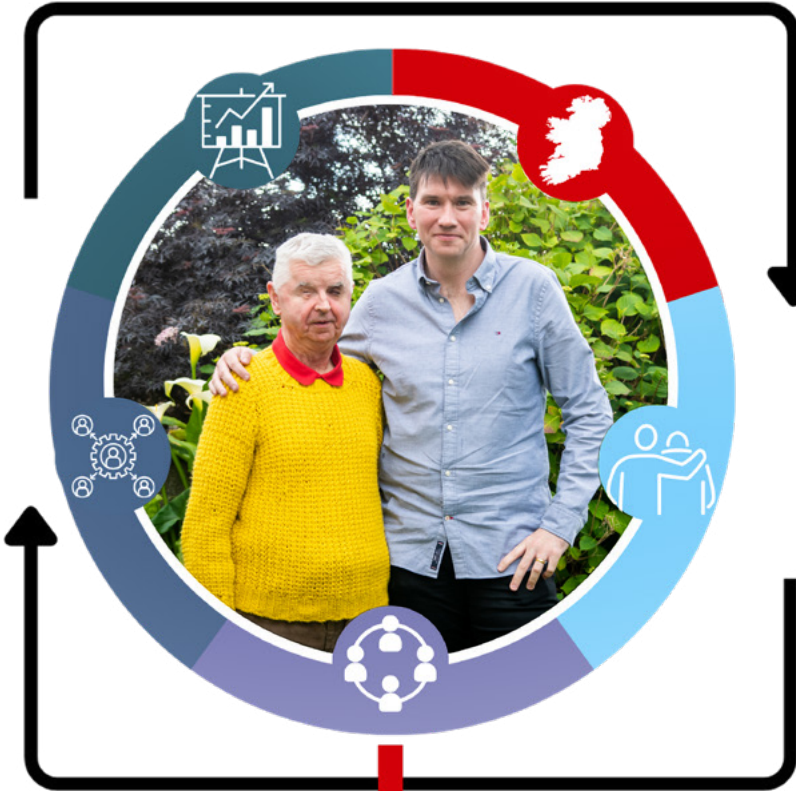


Sharing our knowledge and data

- Identifying:
 - gaps
 - blocks
 - emerging needs

Technology Driven

- Using technology to increase human contact
 - Assistive Tech
 - Security
 - Social interaction
 - Training



ALONE Model & Services

- Support Coordination
- Support & Befriending
- Telephone & Visitation
- Housing with Supports
- Social Prescribing
- Health and Wellbeing
- Assistive Technology

ALONE Part of a Network

- Alone Operates as a network with 154 Members in our Community Impact Network
- Across 96 CHN Areas
- Integrating and aligning with ECC/Homecare, A&E Discharge, FIT, ICPOP, Primary Healthcare Teams



The Shift Left

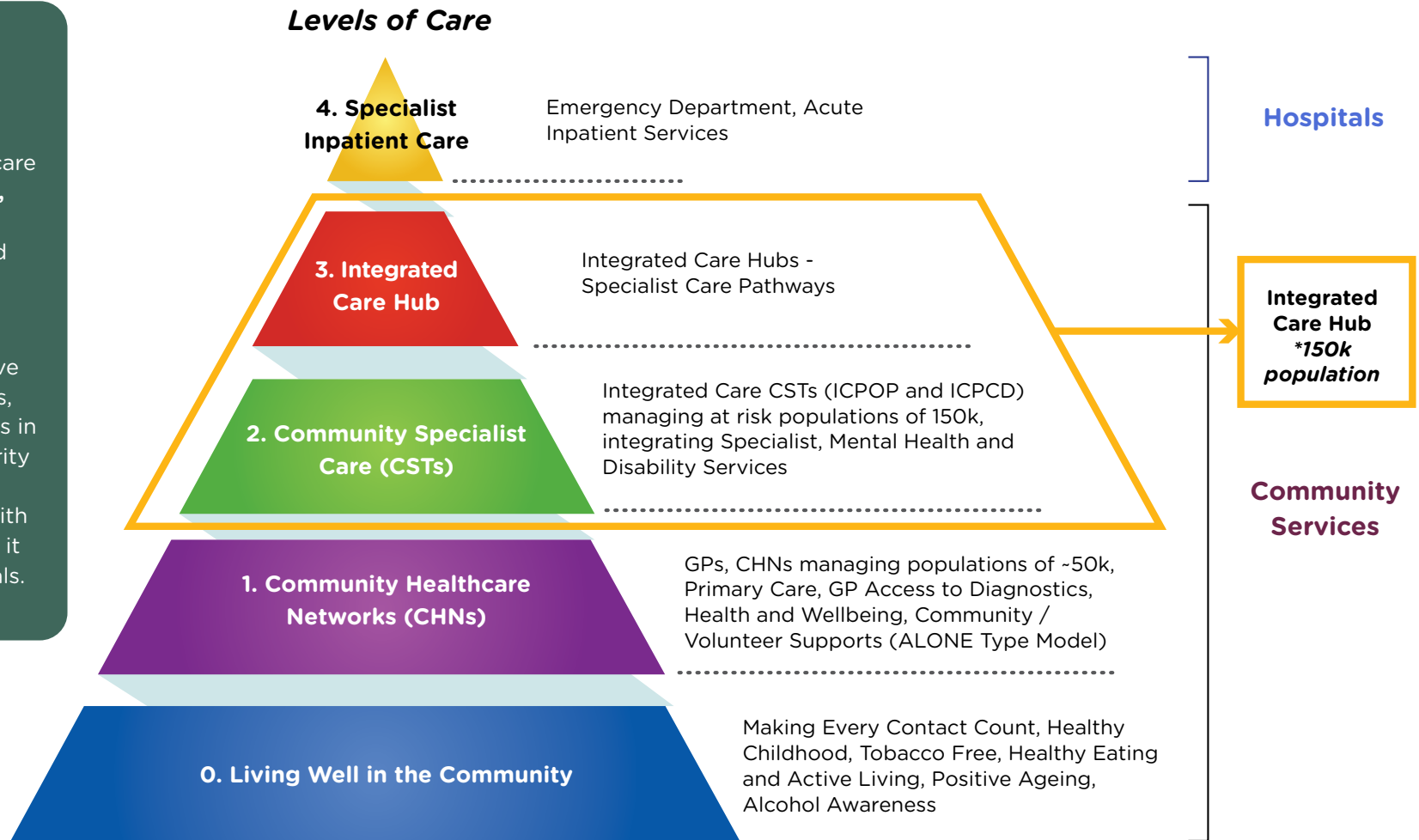


HSE - The Enhanced Community Care (ECC) Model

Supporting most people to be cared in their community, closer to home

The ECC Model **shifts care to the left**, providing the foundational structures through which integrated care is provided closer **to home, at the appropriate level of complexity**, to patients and service users.

The Model focuses on providing targeted, intensive care to defined populations, in a way that keeps patients in their community: the majority of care is provided in the Community (**Levels 0-3**) with only those who really need it being redirected to hospitals.



How ALONE's services address the Determinants of Health.

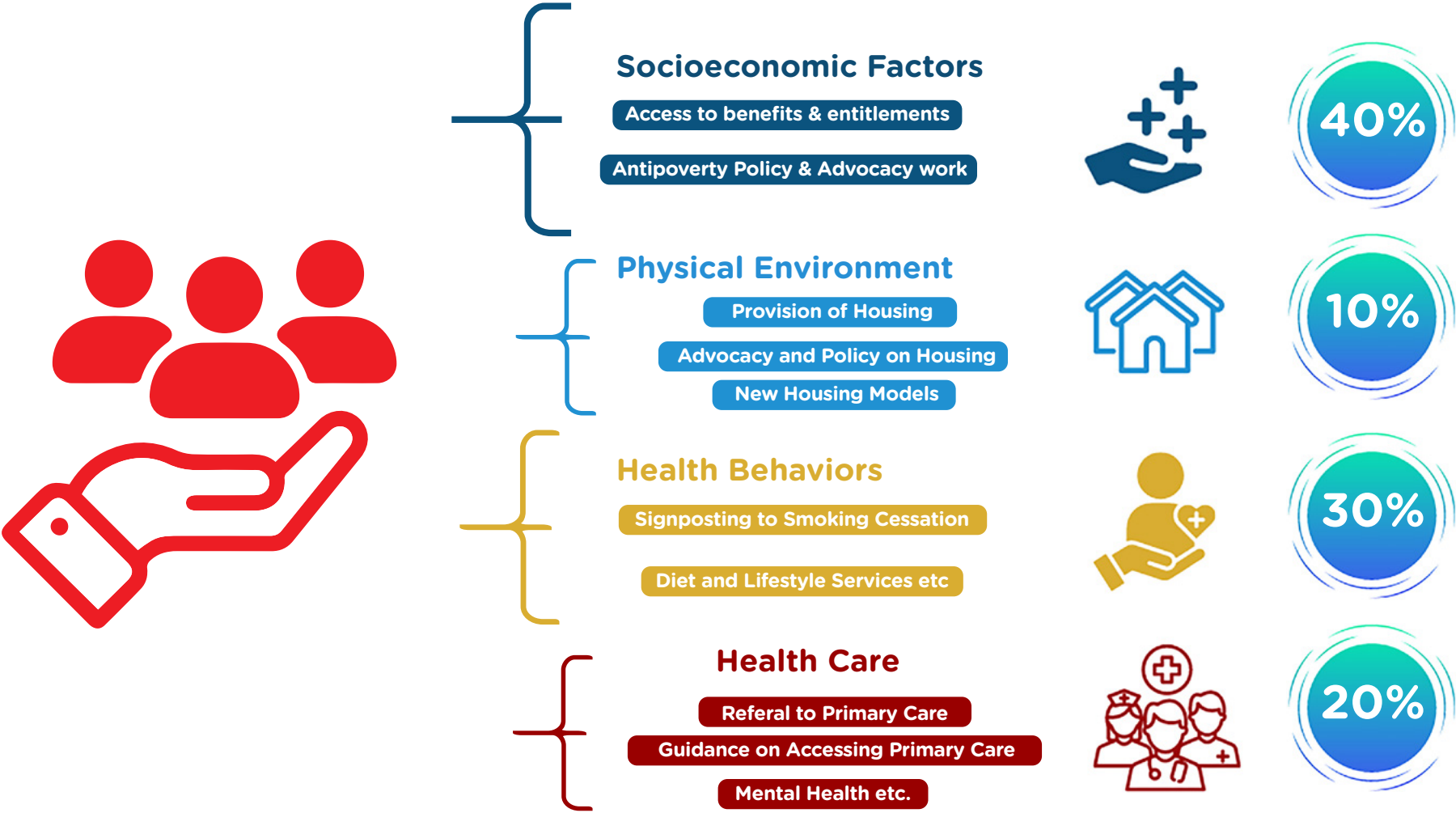


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What we do - The Right Care, in the Right Place, at the Right Time

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, Support & 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 through harnessing other services. We work to empower the whole sector of community support for older people through our Community Impact Network, that provides Training, IT support and resources to other organisations.

Breakdown of our Services

NSRL

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, advice, and information seven days a week, from 8am – 8pm.

Our National Support and Referral Line can also be accessed by professionals in Local Authorities, Local Development Companies, Hospitals, Primary Care, the HSE, GPs, members of PPNs 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:

- Older people calling for support and access to our services, and helps 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.

Support Coordination

ALONE's Support Coordination empowers older people by devising personalised support plans to address challenges and find solutions. We offer access to our own services while coordinating and enabling older people to access other services in the community.

These are medical as well as non-medical sources of support to improve physical, emotional and mental wellbeing. The service offers help to resolve a wide range of difficulties while giving practical support and engagement within their own community.

All our services include providing technology solutions to support older people 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.

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.

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. It's the great enabler, allowing 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 Supports

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.

ALONE successfully completed 86% of all supports requested throughout 2023.

The ALONE Way

The ALONE Way sets out our guiding principles and core values. These principles and values underpin everything we do: how we organise ourselves, how we behave, how we make decisions, and how we engage with stakeholders including older people, volunteers, staff and partners. Ensuring we listen to and promote the voice of every older person is central to the ALONE Way. Together, we are all ambassadors for ALONE.

How we say something is as important as what we say. All communications, from emails to colleagues to presentations to TDs, must maintain a consistent tone. This tone of voice is inspired by the ALONE Way.

The ALONE Way is Respect, Honesty, Collaborative Leadership, and Innovation.

We always tell the truth about old age and the challenges some people face. We do not shy away from talking about the setbacks we experience in our work; we focus on ways to learn and improve. We also recognise the joy of old age and celebrate the positive outcomes of our work.

We make sure everyone can understand every communication we produce. Nothing should be hidden within complicated language or jargon. We are professional, but also approachable.

All our communications should reflect the values:

The ALONE Way is a set of core values that are central to each of us in ALONE. The ALONE Way underpins everything we do: how we listen to one another, engage with each older person, liaise with stakeholders, make decisions, deliver services and grow ALONE. The ALONE Way is our unique culture. Our Board, Staff and Volunteers are all committed to living the ALONE Way. Our core values are:

Respect

- We respect the value, judgement, and autonomy of older person.
- We acknowledge challenges people face and work to find supportive solutions.
- We value early intervention to promote health & wellbeing to older people.

Honesty

- We are accountable, and transparent in all we do.
- We communicate and advocate clearly, regularly with all stakeholders.
- We are respectful, honest in what needs to change in ourselves and our sector.

Collaborative Leadership

- We work collaboratively within our sector valuing and sharing knowledge.
- We create models and solutions that are transferable, scalable, and sustainable.
- We deliver evidence-based solutions, measure impact to ensure we are effective, efficient, and operate to quality standards.

Innovation

- We are agile and design innovative solutions for current and emerging needs.
- We have an innovative infrastructure to lead, test and take risks to bring about change our sector.
- We create and drive alignment, integration, and consolidation within our sector.



Chairperson's Message

I am honoured to welcome this report on behalf of the Board of Trustees for 2023. I can confirm that we as a board have met all our regulatory obligations as set out in legislation. It is important also to note that we deliver this report on ALONE performance and that the organisation is on a sound and sure footing for the years ahead.

I would like to thank my fellow Trustees for the hard work and dedication throughout the year, their skill and wisdom is a big contribution in delivering these results. I would also like to thank our Volunteers and Staff.

It is the older people we work with that drive us on as we see so many that have given so much in their lives now needing some support with loneliness, health, housing, and finance issues.

ALONE, as an organisation that exists to support people who age at home in a safe and secure environment, has grown into an effective, compassionate, and innovative national organisation that is rising to meet the growing demands of our population. With one year to go to the end of our current strategic plan, I am confident that we are on course to deliver our goals.

Some of the highlights that I would draw your attention to are:

- In 2023 we supported over **38,482** older people across Ireland
- There are **45% more volunteers** working with ALONE in 2023 than in 2022, who form a key part of organisations ability to support older people in Ireland
- We have worked in collaboration with many sectoral partners to enhance the community for supporting older people
- Our workforce has grown to now **over 200 staff** while keeping our culture of the ALONE Way very much at the heart of what we do.

I would like to thank the CEO and Leadership Team for the progress made by all and for adhering to my one clear message about delivering the strategic plan. This progress has all been done in keeping with the values we hold close our ALONE Way.

This is a small sample of the highlights that capture a busy and progressive year for the organisation that I am proud to be chairperson of.

Yours sincerely,

Joe Sheehy,
Chairperson of the Trustee's of ALONE.



Chief Executive Officer Message

Our 2023 Report highlights the impact that we have made to the lives of older people across Ireland. It also shows that as we reach more and more communities and healthcare networks we are meeting a bigger need, with over 50% growth in supports given to older people from the previous year. We have always followed the need for our services and it will continue to guide us in our actions and strategy.

The following report outlines the progress of our Trustees, volunteers, staff, partners and mainly the older people who we supported. At the outset of this report, I would like to express my gratitude to the unquestionable dedication of our Trustees in supporting the work that our frontline staff have done in the last year. As well as our Trustees, I would also like to thank our staff and the nearly 7,000 volunteers who supported our work last year. We do all we can at all levels of the organisation to support our staff, volunteers and supporters, as our sector demands a lot of everyone to deliver the change and support that older people need.

It is impossible to demonstrate the full range of achievements in a report like this, we have outlined just some of our key achievements in this piece. 2023 was a year where ALONE continued to uncover hidden levels of loneliness, housing issues and health needs and they all continued to be key areas of ALONE's supports. It was also set to the backdrop of a continuing cost-of-living crisis that is affecting those in need severely, especially those living alone. We witnessed growing numbers of calls and interventions being raised to help older people with financial difficulties. I am proud to report that ALONE met this demand. We mobilised our resources to help more older people access energy credits, exceptional needs payments, food vouchers just to mention a few.

Our ability to analyse and understand the areas of support that are needed as well as really see clearly the emerging needs as they occur across Ireland has been strengthened greatly. Our Research & Evaluation function not only confirms what we knew but gives us the ability to grow strategically in the right directions.

It's always challenging to grow but when you are growing to reach and support more people the whole organisation has been focused and driven to deliver real outcomes with all the effort we can.

The range of requests for our support continued to broaden, loneliness remained the biggest support need. Other support requests included Housing, Financial Issues, Technology, Signposting, Safeguarding, Physical Health, Mental Health, Personal Care, Legal Issues.

As Ireland's population continues to grow older, ALONE continues to provide supports where they are truly needed whether on housing, loneliness, technology, health, transport, safeguarding etc. Through the four key pillars of the ALONE Way (Respect, Honesty, Collaborative Leadership and Innovation) we always find ways to work with our partners and stakeholders to fill the gaps left in support for older people while maintaining the highest standard of quality in the delivery of our services.

The level of demand for our services does cause challenges, but through maintaining the highest standards of quality-of-service provision, supporting and empowering the entire ageing sector to campaign for rights and more support for older people to age at home, and by expanding our Research and Evaluation functions to learn and prove our impact, we continued to support record numbers of older people across Ireland.

Transform Ageing at home in Ireland.

Yours Sincerely,

Seán Moynihan,
ALONE CEO



Key Achievements 2023

The figures below provide an insight into the range and breadth of services provided by ALONE across 2023, but also into the degree of need that continues to exist among older people in our society. Behind each of these figures is a human being whose life has been made a little easier, or whose burden has been made a little lighter, as a result of the services provided by ALONE.

With 86% of the supports requested of ALONE delivered throughout 2023, we were able to deepen our impact across an impressive range of services and supports for older people. ALONE is active in all 96 Community Health Network regions, delivering supports closer to home, as part of the HSE's Enhanced Community Care model, which aims to allow older people to age as close to home as possible, for as long as possible, preventing unnecessary long-term care admissions.

Across 2023, ALONE:

- Supported **38,482** older people.
- Our **7,188 volunteers** delivered **218,497** hours of Volunteer support to our older persons
- Volunteers made a total of **91,188** visits to older people, providing support, practical assistance and social prescribing
- **86% of all supports requested** of ALONE by older people were delivered – **78% within three weeks** of the request
- The equivalent euro value of our Volunteers' support hours came to **€6,211,869** (based on rate of €28.43 per hour)
- Volunteers made a total of **91,188** visits to older people, providing support, practical assistance and social prescribing
- **9,277** assessments were made by ALONE
- Our **National Support and Referral Line received 26,413 calls** throughout 2023
- **219,462** Support and Befriending calls were made to older people by ALONE
- In 2023, ALONE operated all services 365 days of the year.
- ALONE trained and added **1,314** new volunteers to our frontline services.
- We matched **1,457** volunteers with older people
- **1,090** older people were given a Christmas dinner by ALONE and our partners, in addition to ALONE making **5,434** Christmas calls
- **2,554** assistive technology devices were provided and installed across the country
- **154** organisations were supported by our Community Impact Network.
- Fundraised a total of €2,166,431 to maintain, support and expand our services and supports
- **26** press releases achieved a total reach of **209.25 million** readers, viewers and users (industry metric).

Services

The main needs identified by older requested by older people in 2023 were around loneliness, physical health, housing and mobility.

In 2023, a remarkable 86% of Support Plan Objectives were successfully completed by ALONE's services team. 78% were achieved within three weeks of the request being received.

In plain English, this means that 86% of the requests made by older people – whether related to housing, maintenance, accessing benefits or being matched with a Befriender – were achieved.

Every successful completion can mean an older person finding the right home, resolving a medical issue, staving off hunger or cold, or making a new friend. Every need is a priority; every successful intervention is a life improved.

Through its services, ALONE supports the shift from acute to community-based care; from prolonged, demoralising and unnecessary hospital stays, to integrated local supports.

- **Loneliness** was the main theme of calls made to the NSRL in 2023
- About one-third of individuals experiencing loneliness **did not have someone visit them**
- Nine per cent reported **not having been out socially in over a year**



- **Energy Poverty** - Increasing energy prices had a significant impact on older people throughout 2023. 1,054 people (38 per cent) reported utility issues
- Thirty per cent (2,775) of older people engaged reported **Legal/Financial issues**
- There was a **198 per cent increase** in Legal/Financial interventions
- **Assistance with Energy Credits** was the most prevalent utility intervention provided by ALONE
- 871 people (31 per cent) reported issues with **benefits**, while 488 (18 per cent) reported issues with entitlements
- **Mental Health** - Mental Health challenges remained consistent among older people across 2023
- 41 per cent had **attended a health professional in 2023**
- **Emotional and mental health interventions increased by 122 per cent** compared to 2022.

National Support & Referral Line - 0818 222 024

For so many older people who access ALONE's services, it all starts with a simple phone call. ALONE's National Support and Referral Line is the gateway to a total range of individualised services and supports for older people.

The National Support & Referral line is the vital connection between older people and ALONE's frontline services

Through the NSRL, older people can access practical support, guidance and signposting, as well as a listening ear. Supports can range from guidance on financial distress, to assistance with utilities and repairs, to emotional support. The NSRL is a crucial link to ALONE's Volunteer and Befriending services.

THE NSRL also connects older people to additional community supports, acting as a key spoke in the integrated Enhanced Community Care model.

In 2023, the NSRL received 26,413 calls from older people. In addition, over 12,000 check-in texts were sent to older people via the NSRL.

Loneliness was the most common theme of calls to the NSRL in 2023, with day-to-day support and encouragement, finance and general advice also featuring prominently. Through the NSRL, ALONE guided thousands of older people towards additional services and supports, on the principle of facilitating integrated care in the community.

“ Tom's Story

Tom is 86 years old and lives on his own. Tom was referred to ALONE by his mental health team. He receives telephone support from ALONE volunteers. Tom is grateful for the contact from ALONE and praises the Volunteers on the Telephone support service.

The calls from ALONE have saved his life as there are days when he is feeling low, and the call makes all the difference to his week not just the day of the call.

2025 Strategy Statement vs 2023

Third Year of Four-Year Strategy

2025 Strategic Plan goal

- **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
- **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 (2023)

- **7,188** Volunteers
- **218,497** Volunteers Hours
- **91,188** Support and Befriending Visits
- **219,462** Support and Befriending Calls
- **2,554** Assistive Technology devices distributed and installed throughout Ireland
- **38,422** older people received support from ALONE in 2023
- **52** Housing with Supports construction ongoing, to be completed 2024
- **7** current mergers completed
- **50** collaborations with other organisations
- **154** organisations from across Ireland supported by our Community Impact Network

Volunteers

ALONE's Volunteers are vital to the work we do in supporting older people to age with dignity and support in their own homes. Each Volunteer is a friend, a lifeline, and a crucial support.

Volunteers are the lifeblood of our organisation. Feedback from the older people we support is overwhelmingly positive. In many cases, the support and friendship of an ALONE volunteer proves life-changing. The ALONE volunteering model depends upon the kindness, community spirit and dedication of our Volunteers, qualities which we foster and promote through our broad range of Volunteer supports, including our newly introduced Volunteer Assistance Programme, popular Volunteer Social Days, our training resources and our Bfriend app.



- **Investing in Volunteers Award:** ALONE received the Investing in Volunteers Award for the third consecutive time, showcasing the organisation's commitment to volunteer excellence
- **Volunteer Assistance Programme:** ALONE partnered with Fettle to deliver the Volunteer Assistance Programme, offering solution-focused counselling sessions to active volunteers, as an extra support
- **Volunteer Social Events:** in 2023, ALONE re-introduced its popular Volunteer Social Events nationwide, to celebrate Volunteers' ceaseless dedication and commitment
- **Volunteer Program Survey:** A second Volunteer Program Survey was conducted in 2023, indicating an increase in volunteer satisfaction with the program.



Community Innovation & Enterprise



A rapidly changing world, and an ageing population, demands an agile and dynamic response from organisations like ALONE; a response aimed at building capacity in the community.

Our Community Innovation and Enterprise team offers that response, providing innovative, evidence-based solutions to the emerging challenges of ageing in the 21st century. New community-focused support models, such as our pioneering Housing with Support partnership, point the way to the future, while building on ALONE's decades of experience in supporting older people.

Our Community Impact Network, an alliance of over 200 organisations supported by ALONE, ensures that ALONE's innovative practices benefit the broadest range of those in need, building capacity and skill-sharing throughout the community.

Housing with Support - The construction of the pioneering ALONE/Circle Housing with Support (HwS) Demonstrator Site at Richmond Place is on track to launch by late 2024.

- The project will see **70 older people with support needs live independently** through enablement services provided by ALONE's on-site site team of Universal Support Workers. The Scheme Manager was hired in Dec 2023, to engage in R&D in preparation for launch
- The Housing with Support team has completed a **major research & development project**, assessing the proposed operation of the new scheme. A detailed Operational Manual informed by international best practices for supported housing has been produced along with other handbooks and documentation

- **Extensive financial modelling for Housing with Support** was completed and updated in line with inflation. The Department has been able to demonstrate huge economic potential for Housing with Support, with substantial savings for the state and service users
- Prospective sites for a **further rollout of Housing with Support** have been identified nationwide, and will be pursued throughout 2024
- The **Community Impact Network (CIN)** team has worked directly with over 200 organisations, through delivery of training, support and resources. CIN has grown and welcomed 40 new members across Ireland in 2023, building additional capacity in communities across Ireland
- The CIN Team revised the **HI Digital programme**, with a bespoke training programme for General Digital Champions, ALONE staff, ALONE volunteers and Youth/students. The team trained up 320+ new "Digital Champions" in 2023
- ALONE continues to develop and grow its relationship with the HSE, delivering community/voluntary supports in line with the Enhanced Community Care model
- ALONE's innovative **Befriending technology** has taken a major leap forward, with the creation of a unique Wellbeing app, which focuses on monitoring and improving wellbeing and frailty levels. This powerful digital solution is driven by cutting-edge technologies, including Artificial Intelligence.

ALONE's Digital Strategy

While many older people can find it challenging to keep pace with modern technology, the right device – and the right approach – can transform lives and connect volunteers with support staff from any location.

Through its Technology/ICT, Services, Volunteering and Communications teams, ALONE provides and supports the use of digital solutions which allow older people to retain their independence and enrich their lives.

The stories encountered by our Volunteers and staff – from assistive devices cushioning the impact of dementia, to new devices opening up new cultural and artistic interests – are testament to the power and potential of technology, at any stage of life.

Throughout 2023, ALONE provided and installed 2,554 assistive technology devices to older people throughout Ireland – each one a portal to greater independence and care in the community.

A key achievement in the digital sphere in 2023 was the rollout of ALONE's innovative Bfriend app, and its integration with our CRM database system.

The Bfriend app is an innovative digital solution to volunteer-based care in the community. It allows volunteers to confirm and report on their visits to older people, note any concerns, request follow up or seek out additional supports.

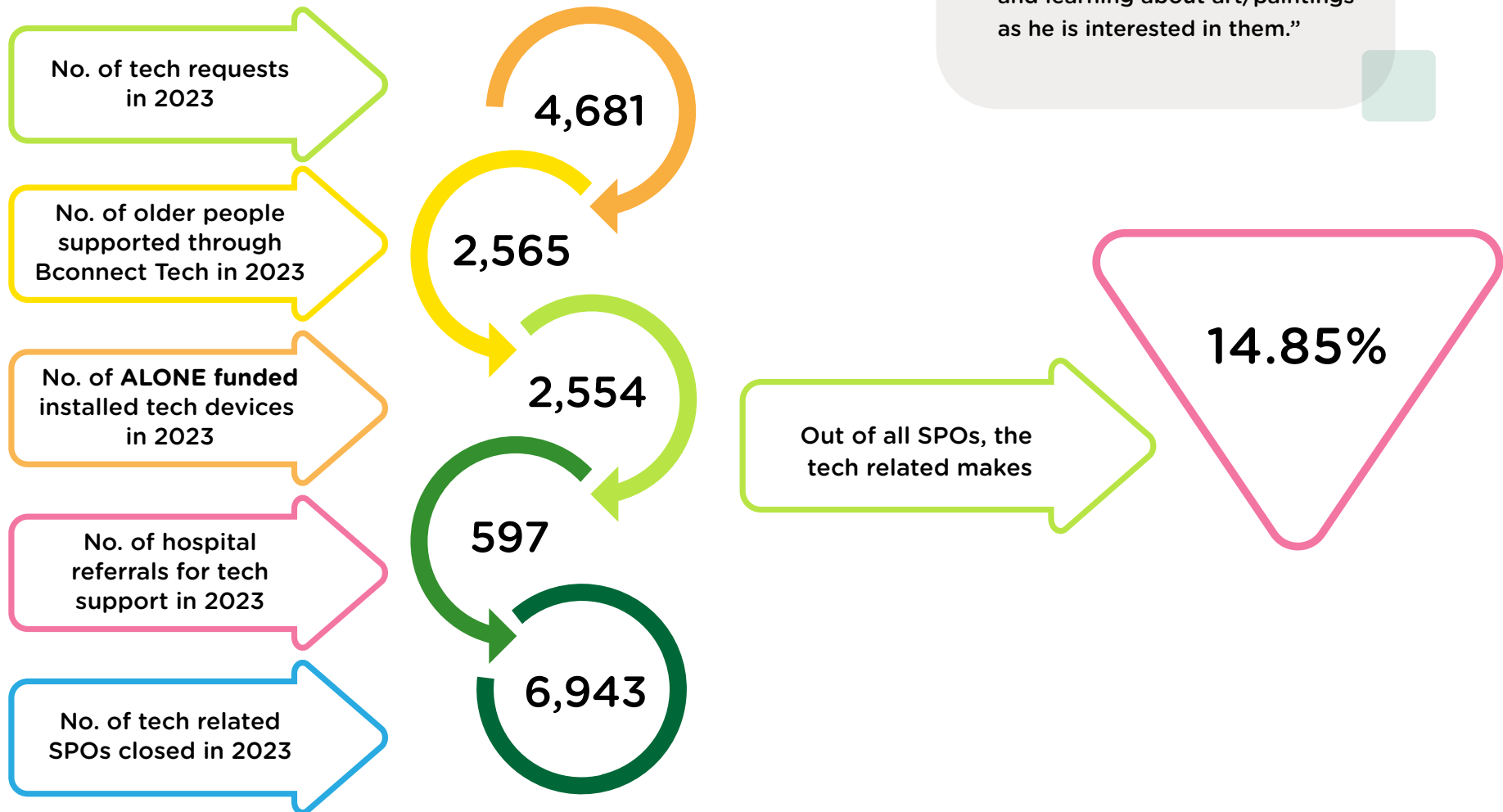
“ James's Story

Pebble device set up & activated for James today; he is over the moon. He's very new to any sort of tech devices and the service were great & let us trial a couple of calls from inside the home & up the road where he goes on his bike and I never seen a happier man. He's amazed they could talk to him when we went to the graveyard with his bike to test it & couldn't believe they could talk to him through it. A very, very happy man this evening.

“ The Impact

“The ALEXA has been absolutely brilliant. Her husband has cognitive decline, but he has learned to use it to play his favourite music.





“ The Impact

“A couple enjoys Alexa as they keep asking questions and listening to the daily news. The husband enjoys looking at and learning about art/paintings as he is interested in them.”

“ The Impact

An older couple received a smart tablet through ALONE. The wife has advanced dementia, and communication had become particularly challenging for them. However, with the help of the tablet, they can now communicate more effectively and manage other apps and devices throughout the house. The couple are overjoyed with the device and the ALONE service, which has made their lives more manageable and enjoyable. It's heartening to see how technology can help older adults and their caregivers and loved ones to stay connected and improve their quality of life.

“ George's Story

George has no family around and he is not local from the area, together with his support coordinator, George got a free trial on the internet & tablet from Alone. George speaks with family on video calls now regularly and is included in "WhatsApp groups". George also attends an internet for beginner's class in the local community. Technology has changed and improved his outlook on life.

“ Bernie's Story

Bernie from Inishowen was hospitalised by a fall early in 2023, Bernie has dementia and was already linked with a support coordinator. The family and the support coordinator worked together and planned for Installation of a ring doorbell camera, a door sensor and 2 indoor cameras, with motion detection and 2-way communication. Bernie also wears falls watch which is monitored by a 24/7 service and is now happily living at home.

“ Sally's Story

Sally has MS and requires 24-hour care, but she is mobile and enjoys her sea swimming. Sally's husband was her sole carer and passed suddenly in March 2023. Sally's family were living abroad. The Public health Nurse contacted the local support coordinator to ask for recommendations regarding falls detection methods. Understandably, Sally couldn't afford to pay for the fall watch with everything going on, so the coordinator organised a falls detection watch. This watch gives Sally her freedom with added safety.

HR Learning & Training

A growing need requires a growing response. Staff numbers at ALONE have expanded to address and meet the increasingly complex needs of older people in Ireland.

As with any organisation of comparable size, a responsive and dynamic Human Resources department is vital to ensuring that ALONE finds, attracts and retains the right people in the right roles.

To achieve the best possible outcomes for our older people, it's vital that ALONE staff and volunteers feel motivated, supported, valued and respected. Across 2023, our HR Learning and Training team oversaw impressive growth in staff numbers, in line with the support needs of our ever-expanding base of users.

- **In 2023, the HR team recruited and onboarded 90 new staff members, securing the necessary resources to reach ALONE's target headcount of 200 by the close of 2023**
- The HR team expanded to meet the needs of a growing organisation. By the end of 2023, the **team had grown to five personnel, supporting the HR Department's mission of recruitment, training and Employee Assistance Programmes**
- **A total of 4500 hours of training were delivered, with an impressive average rating of 4.5 out of 5**
- The HR team will continue to foster a culture of growth, support and excellence into 2024.



Communications & Campaigns

Communication is one of ALONE's guiding principles. The Communications and Campaigns team is the crucial link between the needs identified in our day-to-day work, and building momentum towards the societal change which addresses that need.

Harnessing the feedback from Volunteers, older people, as well as the fruits of our research work, the Communications and Campaigns team turns stories and anecdotes into impacts and advocacy.

The support of the Irish public at large is vital to keeping our older people supported in their communities. Through our campaigns and fundraising, our Comms teams puts faces and names to the numbers and statistics that so often characterise policy-making in Ireland. Our comms team, working collaboratively with older people, gives voice to the concerns, challenges and triumphs which motivate ALONE's work every single day.

Highlights of the year's activities included:

- **Launch of the Double Deficit programme** – a research project supporting a campaign on housing for older people in the private rental sector (May 2023)
- **Delivery of Pre-Budget Submission** - measures adopted by Government in final budget statement included an increase on Housing Adaptation Grants, as proposed by ALONE
- **National Campaign delivered for Volunteer recruitment** featuring Damien and Tom from Wexford – this successful campaign had measurable success in recruiting new volunteers



- **Staff Recruitment campaign** – campaign featuring existing staff members which delivered real results for the HR Department
- **Advocacy for Older People** - co-operation with our coalition partners in the fields of Loneliness, Home Care and across the Age sector, to amplify the voices of older people.

Policy & Advocacy

Major campaigns, reports and submissions across 2023 included:

- **Delivery of the Age Alliance Pre-Budget Submission** – ALONE joined with other members of this coalition to call for measures to support older people, including the introduction of an Independent Commissioner for Ageing and Older People, accountable to the Oireachtas
- **Delivery of the Home Care Coalition Pre-Budget Submission** – As part of this network of 23 charities, non-profits and campaigners, ALONE delivered a Pre-Budget Submission calling for Investment of €1.05 billion to provide sustainable Home Support Services into 2024
- Launch of the **Loneliness Taskforce Research Network**
- Launch of the **“Telling It Like It Is”** report into the effects of the Covid-19 pandemic, as part of the Age Alliance in January 2023.

Research & Evaluation

Rigorous analysis is the cornerstone of the ALONE model. ALONE bases its support strategies on evidence-based needs, as expressed by older people themselves. Impacts are constantly evaluated and tracked against the overall strategic plan.

ALONE's evaluation is dynamic and evolving; as new needs and priorities emerge, ALONE expands the scope and range of its research partnerships to address new realities. ALONE's data provides an invaluable snapshot of an ageing population and its current and future needs.

Our Research and Evaluation department measures the impact of ALONE's services and identifies older people's emerging needs.

2023 saw a number of important research projects commenced and completed by our Research and Evaluation Department.

- In 2023, ALONE's **Research and Evaluation team expanded** to include a Senior Manager, Data Analyst, Senior Research and Evaluation Officer and Senior Monitoring and Evaluation Officer
- ALONE published a **Research and Evaluation strategy for ALONE**, highlighting the ambition to develop richer insights from the data gathered by ALONE, and to deliver more effective and efficient services for older people
- By the end of 2023, **ten active or in-progress research and evaluation projects** were ongoing, spanning areas including services, volunteering, technology and befriending for older people and volunteers.



Operations

ALONE's Operations function provides the infrastructure which allows us to support so many older people.

In 2023, following best practice and national and European legislation, ALONE's Operations department further enhanced its policies and procedures, in line with the highest international standards.

As part of its duty of care to the older people we support, and to the donors who support them, ALONE updated and improved its governance, risk management and data policies and procedures throughout 2023.

- The Operations department introduced a new **Project governance model**
- A **new and improved Risk Management Framework** was introduced, to support Board of Trustees, CEO and Leadership Team sign-off procedures, monitor and control strategic risks, and inform business decisions
- All **ALONE Policies & Procedures** were updated to reflect the newest GDPR legislation, support ALONE's handling of data, and create greater awareness and ownership of data through training and upskilling of key departments and personnel.

“ Alan's Story

Alan was referred to ALONE in September 2022 due to a deterioration in mental health and feelings of isolation and loneliness. Alan was matched with a Support Coordinator who assisted with organising meals on wheels, home help support, and a referral to a local mental health day service. During the Christmas Check in calls with Alan, his Support Coordinator identified a need for energy credits for Alan who was struggling financially.

ALONE arranged for €300 credit to be applied to Alan's Electric Ireland account. When the staff member phoned Alan to let him know, he was very teary and thanked ALONE for the gift of a hot shower. Alan disclosed he had not showered for a couple of months as he was too worried about the price of electricity so had just been washing at the sink with cold water.

“Kind caring honest always there when you need her. She is always only a phone call away. Up to when I met her, I wasn't interested in talking to anyone, but she has such a manner it's unreal. I feel as if I could talk to her all day. She has been a great help to me”

Fundraising

Fundraising is the bedrock of any charitable organisation. ALONE's Fundraising department secures the resources which make such a difference to the lives of tens of thousands of older people, every day of the year. Fundraising allows ALONE to continue to innovate and introduce new and improved services.

ALONE is immensely grateful to each and every donor, from corporate partners to those who drop change into buckets. Our Fundraising team harnesses the incredible generosity of the Irish public, as well as ALONE's track record of effective delivery, to ensure that every last cent in the coffers makes a real difference to the life of an older person.

Highlights and major developments across 2023 included:

- **Increased areas of funding**, including Individual giving and regular giving
- New relationships with **Cadburys, Bank of America, Google and Leopardstown Racing Festival**
- **International Day of Older Persons campaign** saw corporate partners fundraise and host events for older people
- A supply of hampers and vouchers secured and delivered to those we work with whose need is greatest
- Increased **Community Fundraising activity**, with a new team member and plans for expanded activity in 2024
- Fundraising was present at the **Dalkey Lobster Festival** – the first such in-person event for ALONE since the Covid-19 pandemic.



Financial Summary



Financial Summary

1. Corporate donations accounted for 7% of our income, and were down 25% compared to the previous year.
2. Benefit in kind / non-cash donations were up by 27% (€505k).
3. Rental Income increased by 4.5% on previous year.
4. Income from the HSE accounted for 69% of our total income, and was up by 29% in 2023.
5. Legacy income increased by 14% in 2023, accounting for 2% of income.
6. The value of our investment income was 484k in 2023.

Our full audited accounts for 2023 are available on ALONE's website, www.alone.ie

Income Chart

	2023	2022
General donations	628,910	787,660
Non-Cash donations	504,535	398,143
Corporate donations	796,244	1,143,137
Legacies	236,742	208,371
Grants other	-	-
Grants - State	80,224	4,461
DCC Grant Amortisation	159,217	159,217
Statutory Income	7,954,342	6,182,088
Rent	1,077,891	1,031,801
Investment Income	484,482	(552,090)
Other Income	24,809	49,212
TOTAL INCOME	11,947,396	9,412,000

Expenditure

	2023	2022
Governance costs	319,266	191,467
Cost of Generating Funds	223,091	213,120
Support Costs	726,026	1,148,812
Direct Charitable Expenditure	9,794,492	7,524,430
TOTAL EXPENDITURE	11,062,875	9,077,829
NET INCOME	884,521	334,171



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