



**ALONE**

Supporting older people  
to age at home

**ANNUAL REPORT 2015**



## *Vision Statement*

A society where older people are included as valued and empowered members of the community.

**ALONE**

## *Mission Statement*

ALONE supports older people in need through Support Coordination, Befriending, Supportive Housing and Campaigns for Change.

ALONE is a national organisation that provides services to older people who need additional support to age at home.



## Index

Chairman's Message.....	6
Chief Executive's Message .....	7
2015 in Numbers – The number we help & our achievements.....	8
ALONE Services.....	10
• Support Coordination Service.....	11
• Befriending Service.....	13
• Supportive Housing Service.....	17
• Campaigns for Change.....	19
Volunteers in ALONE.....	22
Planning for a brighter future.....	24
• Befriending Network Ireland.....	24
• Partnerships.....	25
• Models of housing for older people.....	25
ALONE's Plan 2015 – 2018.....	26
Housing Development .....	27
Quality Standards.....	28
Communications.....	30
Fundraising .....	31
Financial Summary .....	32
Organisational Development/Governance .....	33
Board of Trustees 2015 .....	34

## Chairman's Message



Dear Supporters,

2015 has been another year of prosperity and growth in ALONE. We have continued to develop and expand our services to ensure that we meet the needs of more and more older people in crisis.

We continue to ensure that the changing needs and demands of the older people who use our services are continually met. In response to the demographic challenges ahead ALONE is leading in the development of partnerships and new thinking in our sector. I would like to thank the Board of Trustees for their constant support and guidance throughout 2015. The management and staff have worked hard to deliver on the trust that our board has shown in us.

ALONE work extremely hard to ensure the highest quality and transparency. It is only by working towards a shared vision that we can continue at such a high standard and achieve our goals. I am privileged to lead this organisation on a day-to-day basis and I am continually inspired by the commitment and time given by so many volunteers to support older people in our community.

It is not possible to measure the hard-work, achievements and strides made by ALONE in this short message, but it is important to sincerely thank every volunteer, manager and

staff for all they do.

For me, the development and completion of the business plan showed what can be achieved when we work together. This plan took the effort of everyone at every level of the organisation to work together as equals. Partnerships will be central in the development of a strong ageing demographic. ALONE has begun to lay the foundations that will build trust and relationships with others in the coming years.

We want to ensure that all older people have the correct supports and services in place to allow them choice, quality, Independence and dignity.

We launched Befriending Network Ireland with a 2 year plan. There are now 48 organisations involved. We are working with and leading organisations to create common language, common processes and models of services. We are championing quality standards, outcomes, outputs and the use of IT in the sector to enable partnerships and ensure the best outcome for older people.

Kind Regards

**Eddie Matthews**

## CEO's Message



Dear Supporters,

We have a dramatically ageing population. The number of over 65s living in Ireland is expected to increase from 606,000 in 2015, to 1.4m by 2046. In ALONE we believe that in order to meet the challenges that lie ahead we must plan now for effective, high value low cost models of services that will improve the lives of older people for years to come.

2015 was a year of enormous growth and development in ALONE as we expanded our support services nationally to face the many challenges that come from our ageing population.

The issues we will face in the years ahead are complex and require equally complex solutions. Working with others in the sector we are paving the way in defining and solving these problems as they emerge. This is not an easy task but working together we can continue to meet the needs of older people as they arise and make sure the supports are in place to help them age on their own terms/ at home.

I would like to sincerely thank the Board of Trustees, volunteers and staff for all the hard work and dedication they do on ALONE's behalf. The work that each person does has a massive impact on the lives of so many. We ask a lot of you and you give your all to ensure we provide the quality and consistent service that older people deserve. Next year we will continue to grow and develop our partnerships to extend our knowledge reach and the use of technology. This will increase the level and quality of the services we provide for the older people we work with and help us continue to support them to age safely and comfortably at home. Partnerships with other organisations also ensures the best use of resources and maximum impact for the older people we help.

Thank you again for your support and we hope you will continue to support us as we try to build a brighter future for older people in Ireland.

Kind Regards

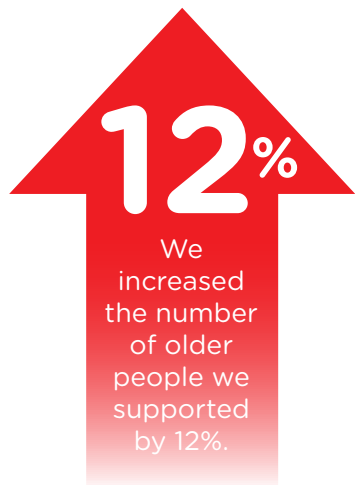
**Seán Moynihan**



# 2015 in numbers

ALONE

Supporting older people to age at home



We recruited, trained and vetted 76 new volunteers

8



We welcomed 17 new residents with almost 1/2 coming directly from homeless services



98% of all volunteers working directly with older people are Garda vetted



94% of tenancies filled were within 8 weeks



We befriended 272 older people



Volunteers gave 20,700 hours or €372,600 support in monetary terms



We had 879 Support Coordination interventions



Housing was the main issue that people needed support with



We supported 764 individual older people in 2015



60 older people enjoyed the ALONE summer holiday in May

9

# 2015 in numbers

ALONE

Supporting older people to age at home

In 2015 the number of older people we supported increased as did the nature and complexity of their needs. In response to this we expanded our services and increased the staff team working directly with older people from 5 to 9. The service was renamed 'Support Services' and the role of staff expanded to work with older people across the country. The service was made more efficient and streamlined, with staff working across all of our services to ensure the best outcome for the older person in need. In 2015 we supported 764 individual older people.

### ALONE's Support Services Department encompasses three areas:

- **Support Coordination**
- **Befriending**
- **Supportive Housing**

ALONE's **Support Coordination service** works with older people who need extra support to age at home. Professional staff work with the older person to assess their immediate situation and link them in with the relevant services in their own community. Staff maintain contact with the older person as required to make sure long-term solutions have been achieved. Long-term solutions ensure that the older person can age in their community for as long as possible.

### In 2015

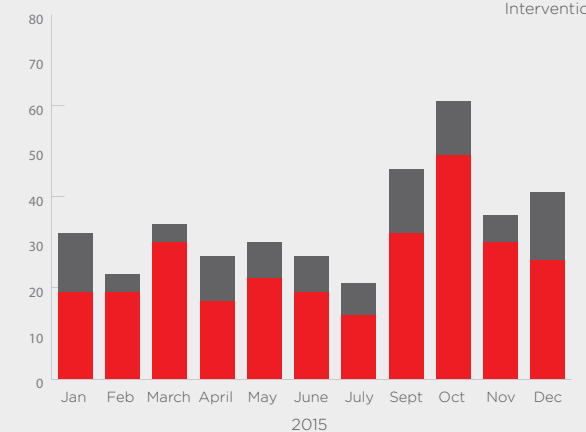
- Support Coordination helped 399 individual older people in need
- Housing was the main issue that people needed support with.

### Main areas of need in 2015

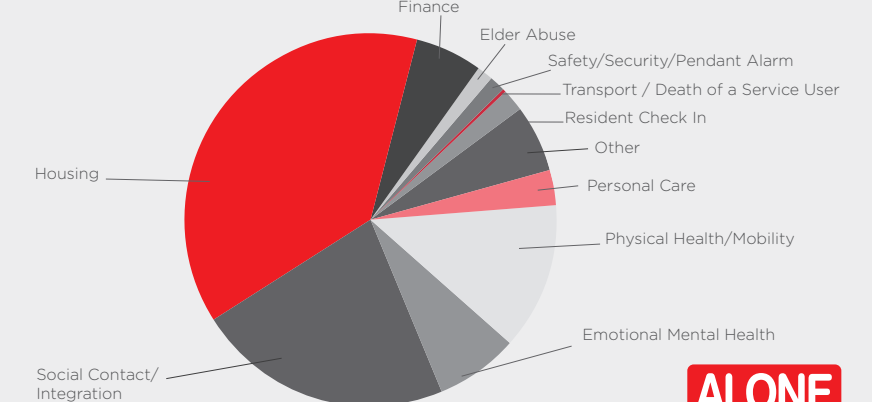
- Housing 39%, Social Contact 21%, Physical Health/Mobility 13%
- We also increased the number of older people we supported from around the country.



### New Cases by Month



### Actions by Area of Need



## Support Coordination Service



**Lisa Fennelly** is an ALONE Support Coordinator. Here she tells us how she helped 75 year old Michael out of nursing home care and back into his home.

Lisa first met Michael at the beginning of the summer. His neighbour called ALONE to say that he was living with no electricity and used a torch to find his way around the house at night. Lisa called over and carried out a full assessment of his housing, physical, financial and emotional needs. He needed new electrics and a new shower. He wasn't receiving any of the benefits he was entitled to. Working with Michael Lisa drew up a personal support plan to deal with each of his needs, one by one. She then helped him apply for the relevant grants, organised contractors to carry out the work on his house,

and ensured everything was completed as quickly and easily as possible to ensure Michael was safe and comfortable at home.

A few months later Lisa heard from Michael's neighbour again. Michael had gone into a nursing home. A family member had become concerned for his health and wasn't sure he was able to look after himself any longer. When Lisa looked into it further, it became clear that Michael did not want to be in a nursing home. After she met with Michael, his social worker and niece, all agreed that with the proper supports he could move back home. They worked together to get a Home Care package and Befriending volunteer in place. Michael suffers with Alzheimer's but is currently living an independent and happy life at home.

## ALONE's Befriending Service

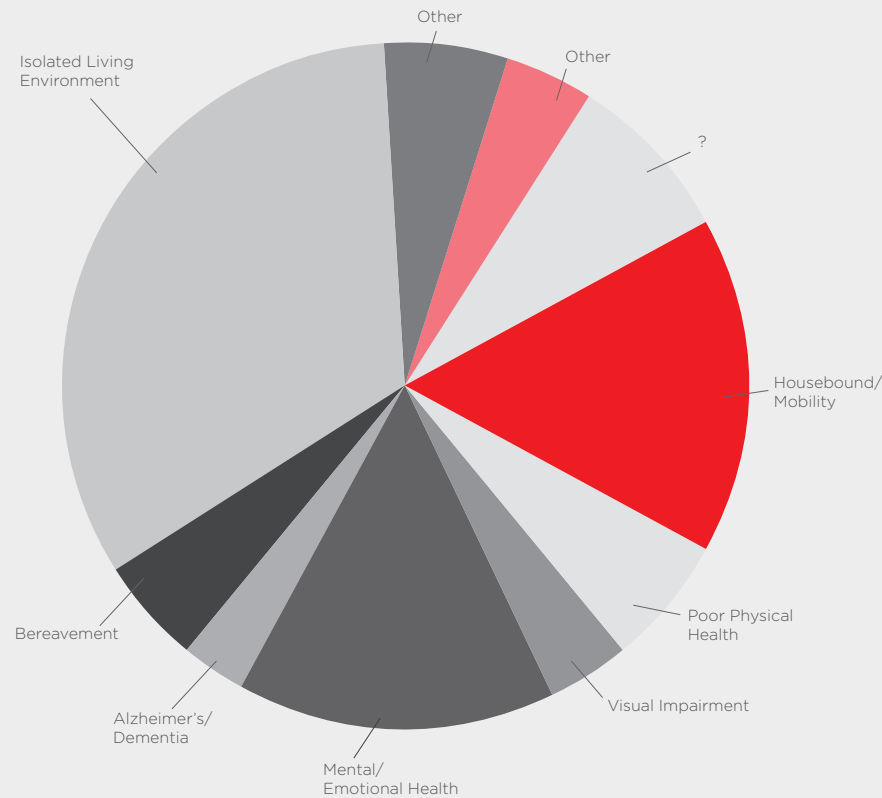
ALONE's **Befriending Service** provides companionship to older people through a weekly volunteer visit. Volunteers provide support with practical tasks and basic advocacy. Numerous studies have proven that loneliness and isolation is very damaging to both physical and mental health. The Befriending Service is designed to alleviate these negative impacts. All ALONE Befriending volunteers are trained and supported by professional staff. If the older person's needs change, the ALONE Support Coordinators are there to provide the additional support needed.

Befriending is a one-to-one relationship between an older person and a volunteer and naturally comes with some risk. That is why in ALONE we have always championed the need for proper training, oversight and support. In 2015 we began the process of becoming the first Befriending organisation to achieve a Quality Standard in Ireland. We are hoping to achieve this in 2016. Our Befriending services continues to grow, helping more and more older people every year.





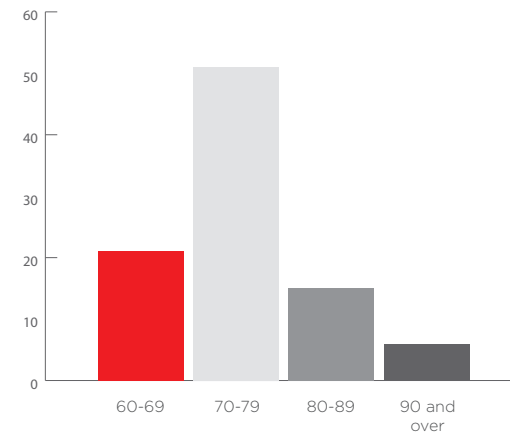
## Primary Reason Befriending Required



## Befriending Stats

- 272 older people befriended in 2015
- 192 new referrals
- 121 new matches
- October was the busiest month with referrals 70% above average

## Residents by Age



## Events

2015 was a great year for ALONE events. There were over 20 events organised; Small Events, Dinner Dances and Cinema Clubs. This included 3 dinner dances, 1 holiday, 6 small events and 11 cinema clubs.

## Dinner Dances

The average attendance for the Dinner Dances was 148 per event (counting older people and volunteers). The Dinner Dances were held in Fingallians GAA Club, the Louis Fitzgerald Hotel and the Red Cow Hotel. They were a big success and enjoyed by everyone who attended.

*"Good food, good music, pleasant company. The best party in ages, more of the same please"*

*"The warmth of the volunteers and their friendship. It is an outing we so look forward to"*

## Small Events

The destinations for the Small Events included The Chester Beatty Library, Johnny Foxes pub, the Botanic Gardens and Glasnevin Cemetery. Each of the Small Events was attended by 7 older people on average, with 3 to 4 volunteers participating on each occasion.

## Cinema Club

The ALONE Cinema Club was run on the last Wednesday of each month in the IFI with lunch in Cassidy's hotel after the movie. Approximately twenty one older people attended each event and 3 to 4 volunteers ran each of the clubs.

*"I like going out. It might be the only invite I have"*



# ALONE's Befriending Service

## The ALONE Holiday

In May over 60 older people and volunteers went on the annual ALONE holiday to Athlone. The group spent 4 days sampling all the midlands had to offer. Some of the highlights of the trip included a cruise on the Shannon and a trip to the historic monastery of Clonmacnoise.

Mary is 76 and this is her second time on the ALONE holiday. This is what she had to say;

*'It was fantastic, everybody was so friendly and the volunteers were top class.'*

A huge thank you to the volunteers who supported the trip again this year.



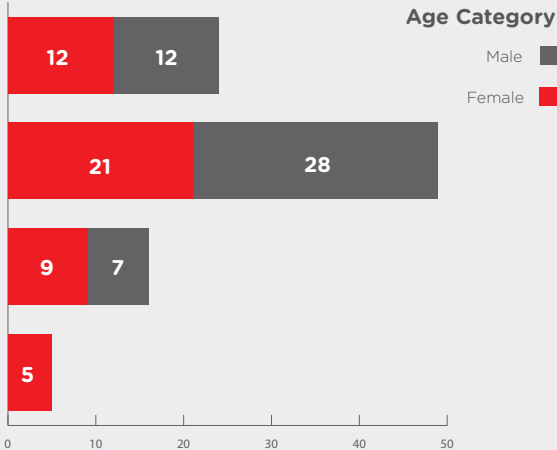
# Supportive Housing Service

ALONE's **Supportive Housing Service** provides homes to older people who need a level of support and are homeless or at risk of homelessness. Our Support Coordinators work with each resident to ensure they have the relevant services needed to live independently. Residents have low, medium or high support needs. The level of support an older person receives is based on their changing needs.

In 2015 ALONE had 102 age friendly homes. All ALONE homes are fully furnished and finished to a high standard. All residents have tenancy agreements and pay rent. Our model of housing addresses a real lack of supportive accommodation for older people. Many of the older people we assist can remain living in their own homes much longer thanks to the generous support we receive.

## In 2015

- A total of 112 older people were housed and supported by ALONE
- We welcomed 17 new residents with 8 coming directly from homeless services
- The main issues that residents received support with were housing, followed by physical health and mobility, emotional and mental health and social contact
- 2015 (235 Physical Health/Mobility 26% Housing 15% Emotional and Mental Health 14% Social Contact)



### New residents

- In 2015 there were an unprecedented number of new housing allocations
- We provided 17 new tenancies
- We housed 15 individuals and 1 couple
- All new residents came from the local authority housing list
- Nearly 1/2 came from Homeless services
- 5 had notices to quit their accommodation and were in imminent danger of homelessness
- 3 came from unsuitable accommodation (overcrowding/strained relationships, poor conditions)
- 1 came from an elder abuse situation
- 94% of tenancies filled within 8 weeks of handover (compared to the national average of 22 weeks)

### Case Study – Housing

A Support Coordinator at ALONE.

In 2015 he supported an older man named Peter who was at risk of homelessness. Peter was referred to ALONE in August 2015. He was 80 years old and living in a bedsit with no windows. His mobility was very poor. On top of this, Peter was being evicted from this property and facing the possibility of homelessness.

The Support Coordinator carried out an assessment and put a plan in place to support him around his health, social and financial needs. He was also allocated an ALONE home and with the support of ALONE staff he moved in in September 2015. Peter greatly appreciates his new home and enjoys spending time there. He not only has more living space but also has real home comforts and enjoys lots of natural light along with a garden and a river view. Since then Peter's mobility has improved, his diet has improved through regular home cooking and he has access to regular support around his medical & physical needs. Peter is visited by an ALONE volunteer each week and continues to receive support from his Support Coordinator.

We campaign for policy change around the issues that affect the older people we work with. In 2015 we ran 3 major campaigns.

### Why are we forcing older people out of their homes

#### Issue:

Many older people are being forced into nursing homes due to a lack of supports to enable them to age at home. HSE figures showed that 1 in 3 older people in nursing homes were low to medium care, meaning that they could live at home given the proper supports. The majority of older people prefer to age in their own homes. This makes sense for the community, the economy and the individual.

#### What we did:

We ran a national billboard campaign 'Why are we forcing older people out of their homes?' We issued press releases and sent a briefing document on the issues to all Councillors, TDs, Senators and Ministers.

#### Result

We secured a Private Members debate in the Dail which was held over two nights. We also secured a meeting with Minister for Older People, Kathleen Lynch. This was

the first step in our 2016 Election Campaign to ensure the government would commit to investing in supports and services to support older people to age at home. We also gained national media coverage.





## Nursing home campaign

### Issue

Older people in private nursing homes don't have access to an independent complaints process should they wish to make a complaint. 80% of nursing home beds in the country were provided by private nursing homes. In ALONE we were very concerned that these older people did not have access to an independent complaints process. This means that if they wanted to complain they could only do so to the nursing home itself. This was of serious concern due to the vulnerability of older people in nursing homes and the number of disturbing instances of abuse that have been reported of late.

### What we did

We met with the Ombudsman and HIQA and wrote to all Councillors, TDs, Senators and Ministers asking them to pass a private member's Bill to give the Ombudsman remit to investigate private nursing homes.

### Results

Our efforts and those of the Ombudsman ensured that in June 2015 the law was changed to provide older people in private nursing homes access to an independent complaints process.



## Homeless in all but Name

### Issue

50% of the calls we received in 2014 were from older people looking for support around homelessness or housing. We also saw a huge increase in the number of older people who were being evicted from their private rented accommodation due to increasing rents. We believe that older people are the hidden homeless.

### What we did

In order to highlight the issue we ran the 'Homeless in all but name' billboard campaign. This was to highlight the fact that although we don't see homeless older people on the street, it doesn't mean they are not being left to survive in unsuitable and unsafe housing or in temporary accommodation.

### Result

We campaigned to the government asking them to assign a portion of all social housing units to older people in line with the ageing demographic. We also asked the general public to sign our petition supporting this campaign, and exceeded our target of 1,000 signatures. We sent this petition to An Taoiseach and the Minister for Housing to highlight the issue of housing for our older people.



### Additional Campaigning Activity

- We submitted a Pre-Budget Submission to the Department of Social Protection and attended a Pre-Budget Conference in Dublin Castle
- We presented a Pre-Budget Submission to the Department of Finance
- We prepared a submission to the National Energy Affordability Strategy
- We met with various Councillors, TDs and Ministers to discuss our campaigning issues and the issues affecting the vulnerable older people we work with.
- We increased the capacity of the Campaigns team by recruiting a part-time Campaigns Intern.

In ALONE we are very proud of our strong volunteer and intern programme. Volunteers play a central role to the work we do and their time, dedication and skills help ensure that we can continue to expand and support more and more older people every year.

Our volunteer programme provides comprehensive induction, training and support ensuring that our services continue to be delivered to the highest quality for the older people we support. Each potential volunteer is asked to attend an information session which covers the valuable work of ALONE and the role of the Befriending volunteer, and then a one-to-one interview with ALONE's Support Coordinators. They then attend two mandatory training sessions. We know that each person who gives their time to volunteer with us does so because they want to make a difference. Our volunteer programme ensures that they can do this in the most effective and safe way possible.

#### Wide range of roles for volunteers

ALONE's volunteers are involved in every aspect of the organisation, from the Board to front line services. In 2015 we had the following intern positions in ALONE: Support Coordinator, HR, Communications, Policy and Research, and Christmas Project. We also have the following office based intern positions: Accounts, Administration, and Reception.



#### Volunteer Statistics

- In 2015 we had 205 active volunteers who were involved in every aspect of the organisation on a weekly basis
- 76 new volunteers were recruited, trained and vetted
- 98% of all volunteers working directly with older people are Garda vetted, 2% have applications pending
- 99.58% retention rate
- Volunteers receive ongoing support and training
- Volunteer hours given in the year and its value: (based on €18 per hour as per Comfort Keeper) 20,700 volunteer hours per annum or €372,600 support in monetary terms



We have a dramatically ageing population in Ireland. We know that as an organisation working with vulnerable older people, the number of people who will come to us in the years ahead will dramatically increase. We feel a responsibility to ensure that we are adequately set up to meet and address this need. We also feel a responsibility to ensure that the correct structures are in place to address these needs on a national scale. For this reason we expanded our services nationally.



### **Some projects developed or expanded nationally in 2015 are listed below:**

#### **Befriending Network Ireland**

ALONE established Befriending Network Ireland, a national network of befriending services, in 2014, and 2015 saw the Network continue to grow and expand. The aim of Befriending Networks Ireland is to give its members access to support, advice, training and shared learning opportunities. It also aims to provide a national voice for befriending, training, quality standards and transparency across all services.

In 2015 the network grew to 40 members. We delivered Volunteer Coordinator and Volunteer Core Training to a number of different organisations during 2015. We held two national meetings of befriending services with representatives from Befriending Networks from Scotland as speakers. We also established a BNI Advisory Group with representatives of Befriending organisations from across the country. To support the establishment of the network and its strategic goals, ALONE assigned one of its staff members as a Network Coordinator. Working in partnership with the BNI Advisory Group, a two year action plan was developed.

### **Partnerships**

In ALONE we know that partnerships guarantee sustainability, accountability and growth and that is why we are committed to working with like-minded organisations to achieve our goals. Sharing knowledge and information leads to greater impacts and outcomes for the older people we work with and this is the most important thing to us. We don't duplicate services, and we are committed to leading the way with partnerships for the good of the older people who need our help.

In 2015 ALONE worked with countless organisations in Dublin and various locations throughout the country. One of the major national projects was providing Support Coordination to the tenants of a national housing body. This work complements the work we already do with individuals who come to us for help from across the country.

We also worked with various statutory voluntary agencies and companies such as the ISAX, the HSE, Department of Environment, Department of Health, Dublin City Council. We would like to thank all the organisations who have worked with us to realise our goals.

### **Models of housing for older people**

We know that supporting older people to age at home will be crucial for the future care of our ageing population. We campaign directly to the government to ensure that solutions are put in place to support older people to age at home. We know from our experience that specially designed models of housing are effective for older people with high support needs. In 2015 we carried out research into new housing models and funding streams for older people. We will use this research to inform our future planning and ensure that any work we do is responding to the needs of older people.





### ALONE's Business Plan 2015 - 2018

ALONE's 3 year Business Plan has taken 18 months to develop and goes back to the consultation process of The Strategic Plan 2014/2018 within ALONE and outside the organisation. The plan sets out clear targets and budgets for ALONE for the next 3 years with the main investments in IT, Staffing and Training.

ALONE's Board of Trustees has considered the targets, costings and projections and have agreed to invest €1.3 million over the next 3 years to help expand ALONE's services to ensure we can support more and more older people to age at home. This investment is crucial to develop the models and services to prepare for the rapidly changing demographics in Irish society

### Why is ALONE creating this business plan? What will have changed by the end of 2018?

1. To communicate, inspire and energise everyone connected to ALONE around the challenges ahead
2. To create a clearer vision on the implementation of the strategic goals of ALONE
3. To clearly define the challenges facing older people in the coming years
4. To establish ALONE as a leading national charity that works in partnership with others for the benefit of all older people
5. To budget for the implementation of ALONE's Strategic Plan and to ensure financial security into the future
6. To show financial institutions and other stakeholders that ALONE is robust and ready for investment
7. To respond to regulatory requirements

In December 2015 ALONE purchased three houses in Dublin City Centre. These properties are adjacent to existing ALONE properties and extremely well located, close to local amenities and the primary care centre in the North Strand. In the short term these houses are being renovated and we hope to have people in them by May 2016.

In 2015 ALONE organised and completed a full stock condition survey of ALONE properties and Asset Management Report. In general terms the overall condition of ALONE's property stock is good. There are a small number of properties that require significant investment in the short term and a large number of properties with minor defects that require attention in the immediate / medium term future. This work has been managed in a reactive way very successfully in the last number of years, but now the addition of the Asset Management Report has given ALONE a flexible programme on how to manage and budget for ALONE housing over the next 60 years



ALONE takes a leadership role around transparency and accountability. We believe that an organisation that works with vulnerable older people must operate to the highest standards. Our overall goal is that all our services are quality assured and in 2015 we secured an additional quality award for our volunteer programme.

In 2015 ALONE maintained the ISO 9001:2008 Quality Standard and achieved two new quality standards, Investing in Volunteers and the Befriending Networks Standard.



### Investing in Volunteers Award

ALONE are delighted to be the 5th Irish Charity to be awarded the prestigious "Investing in Volunteers" award in 2015. This award is an expressed commitment to the involvement of volunteers, and the recognition throughout the organisation that volunteering is a two-way process which benefits both volunteers and the organisation. This award is special as it recognizes the contribution made by our volunteers in our services every day of the year. Our work would not be as far reaching and effective were it not for our volunteers' dedication. The difference that our volunteers make to the lives of older people is never underestimated by us.



We also made substantial progress in achieving a quality standard for our Befriending Service. We plan in 2016 to continue our quality programme and ensure that all our services are quality approved.

### Regulation and Codes:

In addition ALONE complies with the Governance Code for Community and Voluntary Organisations.

ALONE's Board of Trustees reviewed and re-signed the Governance Code in November 2015.

ALONE are a registered charity with the Charity Regulatory Authority. Our charity number is CHY 8259. We made our annual return to the Charity Regulator in 2015.

We are signed up to and comply with the Irish Charities Tax Reform (ICTR) Guiding Principles of Fundraising. In 2015 we published our annual audited financial accounts and reports which comply with the SORP standard (Statement of Recommended Practice for Financial Reporting).

In 2015 we introduced a new system to record and report all lobbying activities. This enables us to comply with the Lobbying Act 2015.

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

### Housing Regulation:

We are an Approved Housing Body (Tier 2). We comply with the Voluntary Code for Approved Housing Bodies, as regulated by the Housing Agency. We are a member of the ICSH (Irish Council for Social Housing). In January 2016, we signed up to participate in the HAPM (Housing Association Performance Management) survey.

### Auditing and Evaluation of our Services:

To maintain our ISO certification, ALONE is audited annually by an **external ISO auditor**. This audit reviews our policies and processes, commitment to quality throughout the organisation, our service delivery and how we continue to review and improve our services. Our most recent external audit was conducted in December 2015. Reports from the external audit are scanned and stored in ALONE's database and are available to all.

In addition **internal audits** are undertaken by the Quality Manager three times each year. The audit schedule is agreed by the Executive Team each year and audit processes and procedures are implemented across all departments. In 2016 the internal audit will include meeting with a number of the older people we work with to get their feedback.

A full **external evaluation** of our Befriending service was completed in 2015. The report will be available on our website.

An **external evaluation** of Support Services will be undertaken in 2016.

Our financial accounts are audited annually. Our current auditors are Anne Brady, McQuillans DFK.

2015 saw our Communications continue to grow and develop and build on our success in 2014. We issued 34 press releases throughout 2015 to ensure the issues affecting the vulnerable older people we work with are kept in the media spotlight. These topics ranged from the housing crisis and Fair Deal crisis, to the effects of isolation on health and elder abuse issues.

- We secured €1.3 million worth of media coverage in 2015, an increase of €100,000 on 2014
- We increased our Facebook followers by 80% and were finalists in the 'Sockie' Award for 'Best Facebook Page for a Non-Profit Organisation'
- We developed a new website with a total rewrite and restructure
- We gained over 760k visitors to our website



ALONE is committed to being transparent across all our activities and using monies donated to achieve outcomes for older people to all them to stay at home for as long as possible.

### Digital:

In Christmas 2015 we launched an integrated communications and fundraising campaign. The 'Share your Presence' campaign ran on all our digital channels and comprised Facebook and other online advertising. Through strong storytelling and highlighting loneliness and isolation, we saw our Christmas fundraising revenue grow by 19% from 2014.

### Launch of our Direct Debit Campaign:

In 2015 ALONE launched our Direct Debit campaign. Over 6000 direct mail letters (targeted towards men and women over 55 who had given to our charity in the last year), were delivered to homes across Ireland and a follow up email was sent to each recipient, all with a focus on loneliness. The majority of sign up was through our online direct debit portal on the website. ALONE look forward to further digital fundraising growth in 2016.

### Corporate and Grants:

Income from corporate and grants increased by 112% in 2015. This included a large once off donation from Bank of America Merrill Lynch, the support from our charity partners Alfa Biomed, Energia and KBC Fund Management. We had 10 volunteer days with companies.

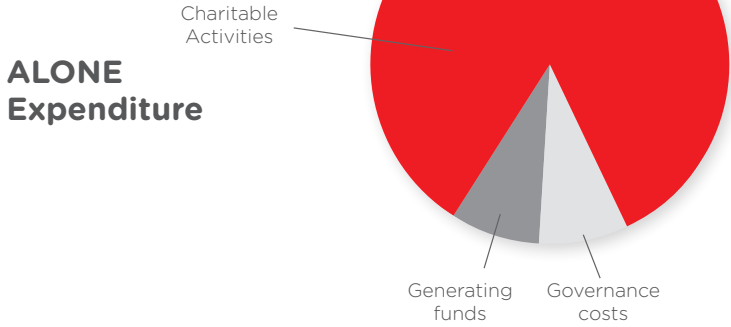




In 2015 the essential work of ALONE was dependant on the support and generosity of members of the public and business communities. Once again demand for our services increased and once again, with your contribution, we expanded our services to meet the demand.

In 2016 we will continue to extend our reach nationally and work in collaboration with others to meet the needs of our ageing population.

- 100% of all donations go towards services
- Total expenditure is broken up into cost of charitable activities (84%), governance (8%) and fundraising costs (8%).



Income

General Donations	€ 166,482
Corporate donations	€ 212,700
Legacies	€ 121,413
Rent	€ 395,506
Grants	€ 70,910
Investment Income	€ 17,503
Service Provided	€ 21,702
Bank Interest	€ 14

Expenditure

Charitable Activities	€ 938,826
Governance Costs	€ 93,140
Cost of Generating Funds	€ 88,066

Capital Income and Expenditure

Capital Income	€ 24,966
Capital Expenditure	€ 479,357

ALONE’s Board of Trustees ensure that the values and principles of ALONE are safe-guarded and that the Deed of Trust is kept under review. The Board ensures that ALONE has clear plans with strategic and long-term goals and that ALONE’s activities are monitored and risk managed. As a dynamic organisation we are committed to continuously responding to the ageing demographic by pledging to invest €1.3 million over the next three years. In 2015 we continued to develop as an organisation:

- Three new external independent observers were appointed.
- We secured the Investing in Volunteer Award and renewed ISO standard.
- The Board passed a new Deed of Trust, awaiting approval.
- Three active subcommittees - Finance, HR and Governance and Services were stabilised and consolidated.
- We introduced Performance Management for all staff.
- We commissioned and oversaw the independent evaluation of the Befriending Service.

# Board of Trustees 2015

## Trustees

- Mr. Jeremy Chapman
- Mr. Gerard Cosgrove (1958 – 2015) - Treasurer
- Ms. Annette Gavigan - Secretary
- Mr. Michael Hodgins
- Ms. Liz Kilcommons
- Ms. Patricia Larkin
- Mr. Eddie Matthews - Chairman
- Mr. Kevin Mc Conville - Honorary Member
- Mr. Pat Morgan
- Mr. Joe Sheehy
- Mr. Ciaran Donnegan (Observer status, awaiting appointment)
- Mrs. Eimear Cahlin (Observer status, awaiting appointment)
- Mr. Ed Sibley (Observer status, awaiting appointment)

## Ger Cosgrave

ALONE was very saddened by the passing of Ger Cosgrave in November 2015. He had been with ALONE since 2000 and during this time he made a huge and lasting impact on the organisation and everyone he met. He befriended many older people and was centrally involved in the ALONE holiday, the dinner dances and many other social events. He was also a very valued board member and member of the Volunteer Leadership Group. Age 58 years, he leaves us all too soon, but leaves a lasting impact on ALONE.



**ALONE**

**Supporting older people to age at home**



ALONE, Olympic House, Pleasants St., Dublin 8 Tel: 01 6791032 [www.alone.ie](http://www.alone.ie)

 CHY8259