

A photograph of three women in a home setting. An older woman with short white hair and glasses sits in a black leather armchair, wearing a purple and black patterned cardigan over a light purple top and a beaded necklace. To her right, a younger woman with blonde hair sits on the same chair, wearing a white short-sleeved top and light-colored trousers, with a red lanyard around her neck. Behind them, a third woman with short grey hair stands, wearing a colorful floral shirt. The background shows a hallway with a wooden staircase and a white door.

# Transforming Ageing at Home *Together*

Annual Report 2024

**AL•NE**



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## Chairpersons Message

I am honoured to present this annual report on behalf of the Board of Trustees for 2024. I can confirm that we as a board have met all our regulatory obligations as set out in legislation. It is important to note as seen in this report ALONE is on a sound and sure footing for the years ahead.

I would like to thank my fellow trustees for their dedication, time and work that has been a key part in helping to deliver these results. They have all contributed their spare time and skills throughout the year. I also extend my gratitude to ALONE's CEO, Leadership team, Volunteers and staff. When everyone is aligned under a defined mission it is energy and motivation that moves the mountains, and all above brought this by working together.

2024 was the last full year of the current strategic plan, that was interrupted twice by massive events, so my pride in declaring these results is massive. Some

of the key points that I would like to point out are;

- In 2024 we supported over 43,000 people across all our services.
- 86% of the supports requested of us were completed successfully - 75% those actions were delivered within 3 weeks.
- We are engaged with over 9,000 volunteers; they are the in many ways the huge value in our services. Their hours and dedication to the people they support provide immeasurable joy, comfort and support.
- ALONE supported 174 smaller organisations with resources, IT and training that they may continue to support older people in their networks.

This is but a small sample of the many highlights in this report that show

ALONE working together and it is with great pride that I share them.

Loneliness continues to be the biggest area of need that people report to us but more and more it is a cross-cutting issue that requires further supports for financial, health, housing and other areas.

Our willingness and ability to 'do' is a central part of our values, The ALONE Way, and as we write our next strategic plan, we do so with great confidence in the strengths of the organisation to continue transforming ageing in Ireland for older people by us working together and with our partners.

Yours Sincerely,

Eimear Cahalin  
**CHAIRPERSON ALONE**

## CEO Letter

To begin, I want to thank our Trustees for their unwavering support and time dedicated to the leadership and governance of ALONE. Additionally, I extend my deepest gratitude to our staff and over volunteers. We strive to support all the needs of the older people that come to us and this could not be done without our excellent volunteers and staff working together.

This report comes at the end of a strategic cycle and it is with great pride and gratitude that we share all the great achievements and progress that this report contains. These achievements and progress are all about supporting more older people to age at home and rising to meet the need. As we come to the end of this strategic plan I am delighted that we as an organisation are stronger together and our partnerships with the wider sector are also well established and robust.

The ALONE model was 10 years in the designing, building and finally executing.

Now it is a piece of social infrastructure that delivered support for over 43,000 older people across all our services, in Ireland in 2024. We also have a robust network built that can deliver support and care to older people across so many areas that they request from us, together with our partners. The future will be to exploit this network further to support our rapidly ageing population and their increasing need for support.

We set very ambitious targets for the last strategic plan, we dared to dream of achieving many of the goals we set out, now we have reached over 80% and all to the benefit of the older people we came to support.

At each stage of growth, we were met by demand as awareness of our services has grown through primary care networks, acute hospital systems, and community healthcare infrastructure, we are seeing more older people seeking our support.

With 67% of the people, we support living alone, Loneliness cuts across all the support we offer. But Physical Health, Mobility, Housing and Finance are also dominant issues.

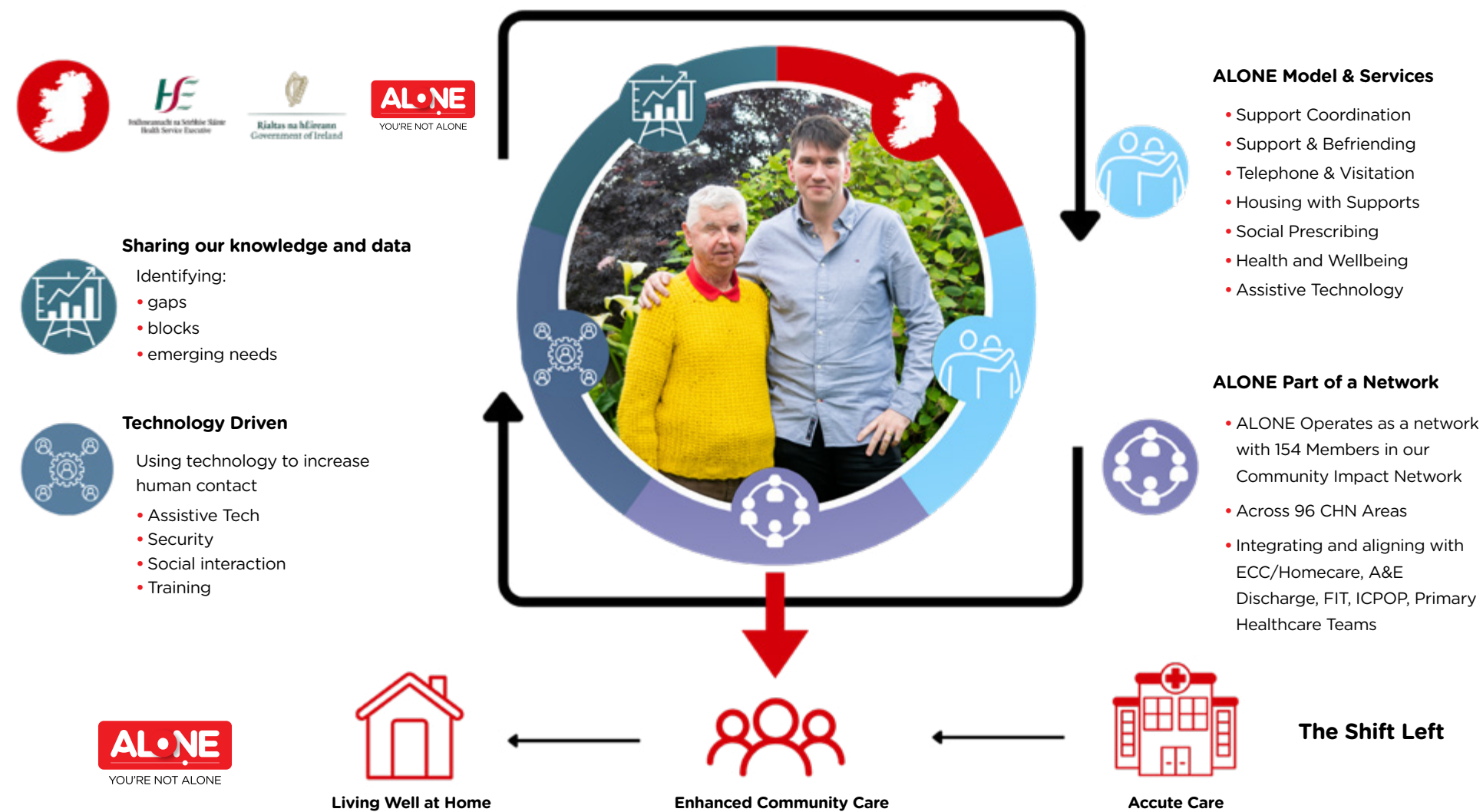
So, we will carry that ambition on with us into the future together and the next plan will reflect this. We will continue to innovate our services to meet the emerging needs of older people. By the time you read this we will have the evidence of our impact and how our social care model reduces HSE acute care needs and promotes health and wellbeing in our communities.

Yours Sincerely,

Seán Moynihan  
**ALONE CEO**



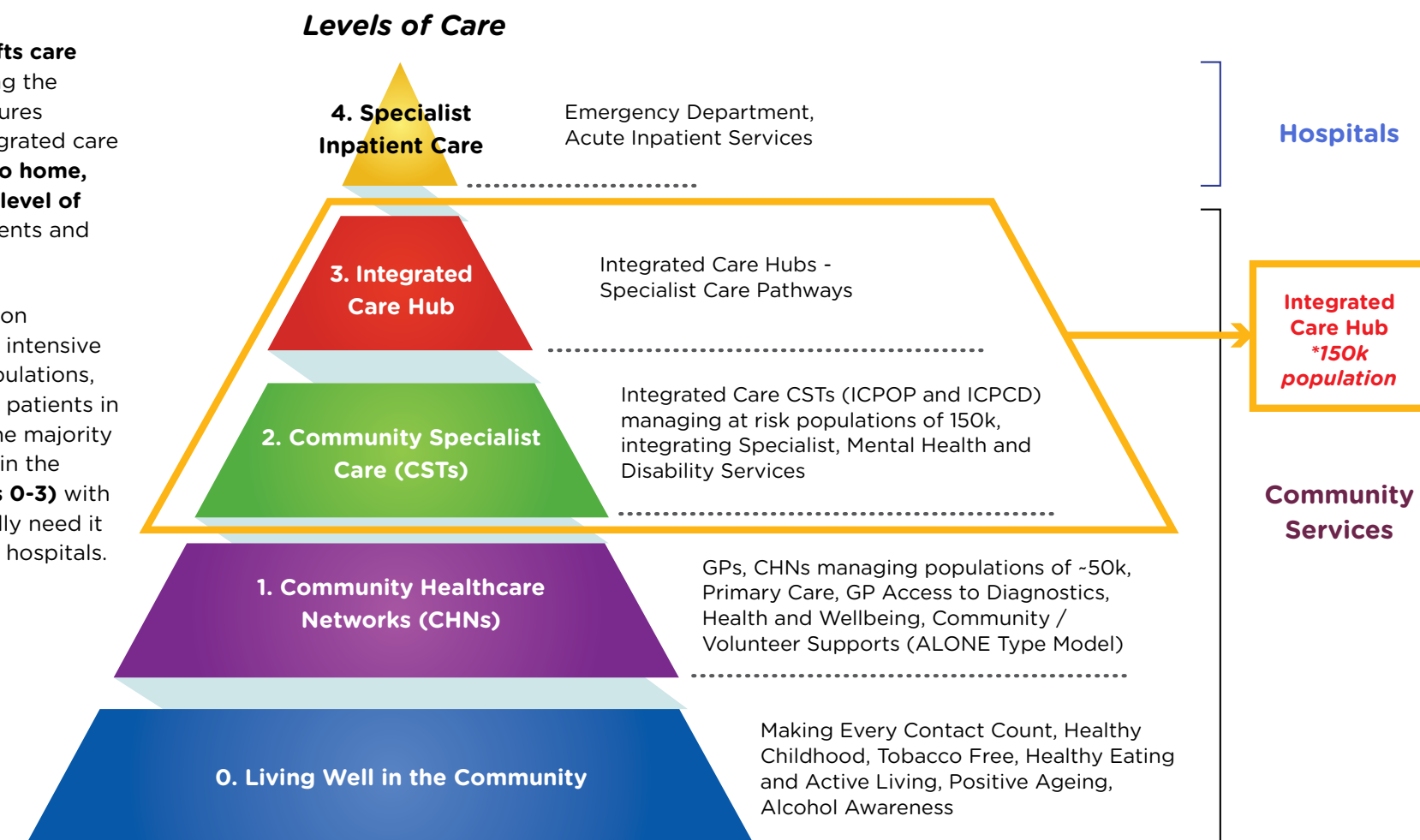
## The ALONE Model – Transforming ageing at home together



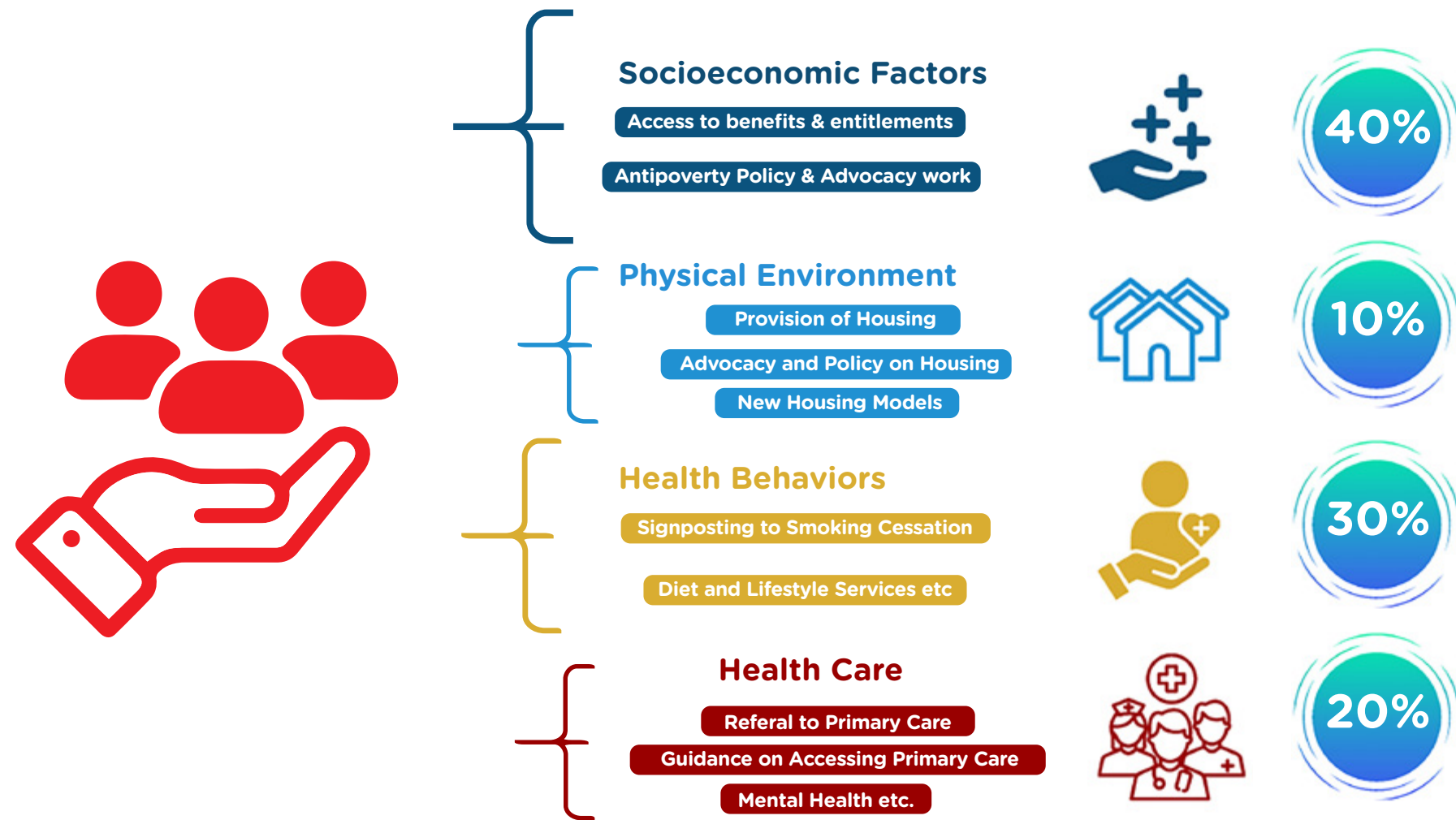
## Enhanced Community Care

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.



## Determinants of Health



## ALONE's Integrated Services





# Main reason people came to ALONE in 2024

- **Loneliness/Isolation**
- **Physical Health & Mental Well-being**
- **Housing**
- **Financial difficulties**
- **Personal Well-Being**

**10,979 Received a personalised needs assessment from ALONE in the following areas:**

## **Loneliness/Isolation**

### **Loneliness:**

- 52% of those assessed reported experiencing loneliness — a decline from 58% in 2023
- However, Only 50% of those experiencing loneliness reported having someone to visit them, down from approximately 70% in 2023.
- 6% had not been out socially in over a year, a rate that remained consistent from Q1 to Q4.
- 26% required some Social Prescribing support.

“

### **Mary:**

After my husband passed away and my children moved abroad, the house felt unbearably quiet. I went days without speaking to anyone. I finally reached out to ALONE, and they matched me with a lovely volunteer named Sarah. She visits every Tuesday afternoon — we chat, laugh, and sometimes even bake together. It's given me something to look forward to again.

Physical Health & Mental Well-being

“ Brian:

After I came home from hospital, I found it hard to cope. I wasn’t sleeping well, and I had no energy to cook or even leave the house. I contacted ALONE out of desperation, really. They checked in regularly, connected me to a volunteer, and even helped me attend a local social group again. I started to feel like myself.

Physical Health & Mental well-being:

- Physical Health concerns were reported by 51% of older people a 26% increase on 2023, surpassing loneliness in Q4 as the most prevalent issue.
- 33% of those with physical health issues reported falls in Q4, a 5-percentage point increase since Q1, making falls the most reported physical health issue.
- 34% experienced mobility issues, increasing from 31% in Q1 to 36% in Q4, Mobility Aids and Fixtures were the most common areas of concern.
- 25% experienced Mental Health issues, with Dementia/ Alzheimer’s a major concern.

Housing

“ Joan:

When my mobility started to decline, simple things like getting in and out of the bath became difficult. I eventually called ALOME. They were so kind — coordinating together with others they arranged for grab rails and a walk-in shower to be installed. It’s made such a difference. I feel safer and more independent in my own home.

Housing:

- 32% of older people experienced housing issues, with one third of these requiring housing adaptations, similar to 2023.

Financial difficulties

“ Connor:

I was always careful with money, but when my pension had to stretch across rent, food, and heating, something had to give. I was sitting in a cold house last winter because I couldn’t afford to top up the meter. I rang ALONE out of desperation, and they helped me apply for the Fuel Allowance and a few other supports I didn’t even know existed. I can finally keep warm without worrying every time I switch the heating on.

Financial Difficulties:

- 30% experienced financial concerns, following a steady increase throughout the year from 27% in Q1 to 32% in Q4.
- 45% of those with financial problems experienced issues with utilities, with most of those relating to energy bills.
- Accessing supports to manage end of life matters doubled in 2024.

Personal Wellbeing

“ Terrence:

I wasn’t eating properly for months. Some days I just had tea and toast — I didn’t have the energy to cook a meal just for myself. I lost weight and felt tired all the time. When I called ALONE, they took it seriously. They helped me get set up with Meals on Wheels and even arranged for someone to call in and check on me each week and get out and about more. I feel stronger now, and I’m finally getting proper food again.

Personal Well-being:

- 28% experienced Personal Care concerns, similar to 2023.
- While most personal concerns (e.g., GP/Primary Care, Carer, and Hygiene) declined in comparison to 2023, issues related to nutrition increased by 35%, indicating shifting needs.

Intervention Delivered

- 15% of interventions involved assistive technology, a 3-percentage point increase from 2023. The majority of interventions focused on Physical Health and Mobility.
- 52% of interventions involved strategic partnerships for State, social, and physical health supports, ensuring continuity throughout 2024.

# What We Do / Breakdown of Services

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.

## 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 assessed 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.

## Visitation 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. We provide friendship, practical support and links to local activities and 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 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.



# 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.

## 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.

## 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.

## 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.



## Key milestones on transforming ageing at home

The figures below provide an insight into the range and breadth of services provided by ALONE across 2024, 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, because of the services provided by ALONE, working together with our partners .

With 86% of the supports requested of ALONE delivered throughout 2024, 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.

“

**Deirdre:**

I live alone on a small pension, and some weeks I was choosing between getting my prescriptions or heating the house. When I called ALONE, I didn't expect how much they could do. They helped me get an Exceptional Needs Payment, talked to my local welfare office, and even arranged for someone to check in regularly. I don't feel forgotten anymore.

## Across 2024 ALONE:

- **43,982** Older People supported by volunteers and staff across ALONE in 2024
- **15,516** Older people were newly supported, an increase of 28% compared to 2023 and 74% since 2022.
- **10,183** Older people in receipt of ongoing support.
- **9,117** Volunteers contributed **264,430** hours in 2024, a **21% increase** from 2023, **worth up to €7.81 million**
- **109,040** Visitation Support and Befriending visits (20% increase on 2023) and **213,506** Telephone Support and Befriending calls (13% increase on 2023).
- **25,227** Calls to the National Support and Referral line.
- **8,279** Check-in calls to support the well-being of older people.
- **86%** of the supports requested of us were completed successfully - 75% those actions were delivered within 3 weeks.
- **19** New CIN member organisations, bringing membership to **174** by December 2024.
- During Christmas **1,920** Christmas dinners were delivered on Christmas day by volunteers.

## Key Insights

- ALONE supported 1.5 females for every male, aligning with national trends and patterns from previous quarters.
- 60% Of older people supported were between 76 and 90 years old.
- Increase in the number of individuals aged 86-90 receiving support compared to 2023, and a 147% increase compared to 2022.
- 65% Of referrals were from external agencies. Of these, 93% were from Community Care Teams, hospitals, ICPOP teams and GPs.



## Christmas is the best of ALONE, working together and Sharing the Warmth at Christmas

The festive season is a very important and joyous time in ALONE as our services run all over Christmas. Our volunteers deliver so much on Christmas day, beyond a dinner, for many they are the only people that call on Christmas day. This year, ALONE Volunteers, partners and staff came together as always to ensure that Christmas was a time of connection, joy and support for thousands. With our partners in the Knights of Columbanus and their RDS team, we deliver the biggest take out order in Ireland!

There are so many people who get involved all around the country providing and delivering dinners and warmth to anyone who asks.

**As ALONE operates 365 days a year to meet the needs of older people, the Christmas period is no different**

and even more important as it spreads such joy. One example was when we received a call on Christmas eve from an older person who had nothing to eat on Christmas Day, we arranged a Christmas dinner to be delivered to them just in time for Christmas Day but more importantly we knocked on the door and said hi. ALONE strives to share the warmth of Christmas whether that be through check in calls or Christmas dinner delivery we are always here to support those who need us.

A total of **1,950 Christmas dinners** were delivered by our volunteers to older people nationwide from Christmas Eve until St. Stephen's Day.

The dedication of our volunteers and staff was truly inspiring. On Christmas Day alone, **233 volunteers** registered to collect and deliver dinners, and **24**

**ALONE staff members** volunteered to cover our out-of-hours service and also helped deliver dinners to older people.

The spirit of giving extended far beyond meals. We delivered over **700 festive hampers** and **250 vouchers** to older people we support, providing support and a touch of holiday magic. The message of connection was also shared through our Christmas cards, with more than **9,500 cards** delivered to older people, staff, and other organisations we work.

These figures tell a story of a community that comes together to support everyone, ensuring that every older person has a little more warmth and a little less loneliness during the Christmas season.

## Huge Christmas thanks to:

The ALONE volunteers who delivered dinner and joy on Christmas day.

All our donors and supporters who make this possible.

The Knights of Columbanus

An Garda Siochana

St John's Ambulance

Electric Ireland, Bord Gais Energy, Energia, Pre Pay Power and SSE Airtricity for supporting older people with winter fuel bills.

The many corporate supporters that provide donations, vouchers and hampers.

The many hotels, restaurants and kitchens around the country too many to mention but they played a very important part of Christmas in ALONE.

We are all looking forward to Christmas 2025.





## Profile of Older People ALONE Supported in 2024

**NOTE:** These profiles were created using our data, not actual cases. They represent the profile of older people typically supported by ALONE in 2024

### Mary 82

- Lives alone in social housing or renting accommodation.
- Experiences frequent falls, memory issues; uses rollator or wheelchair.
- Feels lonely, may be dealing with bereavement and early dementia
- Struggles with utility bills; limited income
- Volunteer visits or calls her, help with energy credits, and healthcare coordination

### John 84

- Lives alone or with his spouse
- Falls, uses mobility aids; memory issues
- Lonely, possibly anxious or grieving
- Difficulty managing bills and entitlements
- Support from ALONE with housing adaptations, support & befriending, care access



## Our Services (Volunteers and Staff together)

2024 was a year which we continued to focus on the efficiency of our operations and integrated our work internally and those of our partners in the HSE as never before. These improvements enabled us to strengthen the support network for older people where most needed.

By having staff and volunteers all around the country we are able to strengthen the network of support we can offer older people.

Our impact on the lives of older people is undeniable. We've proudly supported over 40,000 older people across our services, demonstrating our extensive reach within the community and our strong partnerships.

The dedication of our volunteers and employees is evident in the number of phone calls we made over 300,000 across all our phone services. This level of engagement underscores our commitment to providing timely and personalised support to older people.

These impressive figures collectively paint a picture of an organisation that is not only meeting the needs but seeing a rising need for support. As the number of older people we support continues to grow, we remain steadfast in our mission, fuelled by the passion and expertise of our exceptional team.

“

The people in the hospital told me about ALONE and asked them to get in touch when I got home. I have lived alone since my husband passed away and its getting a lot harder. ALONE came out to visit me and they listened to what I needed help with. They came up with a plan that covered all the areas I needed like getting full access to my entitlements, a video door bell for more security and also a volunteer to visit me every week. I met with a lovely local volunteer who visits me weekly and gives practical supports when I need also. The volunteer noticed that I was having difficulty with my heating and let the ALONE staff know, within a day, they had sourced a plumber who was able to fix the problem and my volunteer helped me register as a vulnerable customer with my energy provider.





# Volunteering

## Strengthening Our Volunteer Community

ALONE's volunteer programme is a movement powered by connection and dedication to improve the lives of older people. 2024 saw the volunteer programme make huge strides in matching that dedication with increased efficiency and impact. It's by volunteers and staff working together that the older person feels real impact.

The annual **Volunteer Programme Survey** saw strong engagement reflecting a deep-seated commitment to our mission and a desire to help us improve. The valuable feedback we received is instrumental in shaping our initiatives, ensuring we meet our volunteers' needs and support their vital contributions as effectively as possible.

Our commitment to digital security was a major priority. The **Telephone Support & Befriending App enhancement project** was a critical step in this journey. We successfully transitioned from an outdated system, strengthening the security of the app and protecting our volunteers' data and

privacy. This project fostered a culture of accountability and created a more secure environment for our volunteers and the older people they support. Its success highlights our unwavering commitment to maintaining trust and prioritising digital security within our programmes.

We also made significant strides in our new **Volunteer Recruitment Process**. This initiative, which began in 2024, is designed to simplify the journey for prospective volunteers while upholding our rigorous standards of safety and quality. By streamlining steps and removing bottlenecks, we will be able to connect more quickly with individuals eager to support older people, fostering greater volunteer engagement and satisfaction. This initiative underscores our dedication to creating a more inclusive, efficient, and impactful volunteer programme, ensuring timely support for older people and a rewarding experience for those who give their time so generously.

## National Support and Referral Line - 0818 222 024

### One number One ALONE together

Our NSRL line is manned seven days a week from 8 am to 8 pm 365 days a year. The line is the gateway to ALONE supports and services for older people, families, professionals and partners alike.

Calls for support alone numbered 10,172. This contact opens a pathway of support for older people to access our network of services.

The data from these calls provides us with a clear picture of the daily realities faced by those we support.

The primary reason people reached out was loneliness, with a staggering 2,800 calls on this topic alone. This figure not only highlights the epidemic of isolation but also underscores the vital role our service plays in providing human connection and support.

Our work also demonstrates the wide spectrum of challenges older people navigate. Our Support Line was instrumental in addressing practical needs.

Housing and financial concerns remain significant, with 1,100 calls on Housing and 330 calls on Finance. This data is crucial, as it provides a clear mandate for our advocacy and direct services in these critical areas. Furthermore, we also received calls related to Technology.

Each number represents a person whose life has been made a little easier, a burden lightened, or a moment of loneliness replaced with Support provided by ALONE. Our Support Line is the heartbeat of our work, directly informing our strategic priorities and ensuring we remain aligned with the lived experiences of older people.





# Where we are in 2024

- **9,117 Engaged Volunteers**
- **264,430 Volunteers Hours**
- **109,040 Support and Befriending Visits**
- **219,462 Support and Befriending Calls**
- **2,554 Assistive Technology devices distributed and installed throughout Ireland**
- **43,982 older people received support from ALONE in 2024**
- **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**

# Operations

Operations department plays a huge role in ensuring that the efforts of all ALONEs dedicated staff and volunteers are facilitated to run as smoothly as possible. They are the reason we can work together efficiently and consistently for the benefit of older people.

## Strategic Alignment and Leadership Support:

This year, the Operations team strengthened its alignment with ALONE’s Leadership Team’s strategic priorities, enhancing our capacity to manage operations effectively and efficiently. Each function created integrated plans to ensure everyone across the department had a shared understanding of roles, objectives, and expectations.

## A Culture of Quality & Governance:

Through the development and implementation of comprehensive Quality programs, we prioritized customer satisfaction and continued to build on a strong foundation for learning and improvement across ALONE. These initiatives strengthen a culture of learning and consistency throughout the organisation that is reflected in our customer service to older people that come to us.

## Enhancing the Volunteer Programme:

ALONE’s Volunteer Programme operates within operations.

## Driving Change through Project & Change Management:

ALONE’s Project & Change Management function broadened our organisational capacity to manage change and provided critical support to departments in planning, implementing, and delivering key change initiatives. Our systems are designed to capture learnings and make improvements as we continue to operate.

Looking back, 2024 has been a transformative year for Operations at ALONE. The milestones achieved reflect our team’s dedication to excellence, collaboration, and innovation in service of ALONE’s mission. Together, we’ve built a stronger, more resilient foundation for the future, and we look forward to continuing this momentum in the year ahead.



The following are some of the successes of the year.

### The ALONE Regional Health Area transition project

To allow us better align and meet the needs of older people closer to the source, this project was managed by the ICT Team with support from many areas particularly the Research & Evaluation Team. There have been more than 20 separate milestones and action items identified that have covered a myriad of stakeholders across ALONE working together.

### ALONEs ISO 9001:2015 Quality standard

As one of few NGOs with a quality standard we are very proud it was renewed in 2024. The auditors recognised ALONE's development and dedication to providing an effective quality management system. This is reflected in the support we offer older people.



Because of the success of our continued growth as a national Service we found increased levels of engagement with all of our quality processes, in some instances doubling on previous years performance.

We successfully completed our external and internal audit programmes for 2024 leading to a wide range of process improvements across ALONE

We delivered on 100% of our compliance and governance targets ensuring that all ALONEs stakeholders trust in ALONE is maintained in the org.



## Technology

### Innovating Our Impact: Technology as a Force for Change

The work of ALONEs ICT department utilises technology as an innovative force for enhancing the lives, wellbeing and social horizons of older people.

In 2024, our IT and CRM managed our core systems, the team has enabled our organisation to scale its impact and advance our future-focused strategies, ensuring that our growth is both sustainable and impactful.

We are incredibly excited about our vision for technology-driven innovation, with a particular focus on leveraging the power of Artificial Intelligence (AI) and repetitive tasks. By integrating AI, we can extend our reach, streamline our operations, and support our expanding volunteer base without a corresponding significant increase in costs, ensuring our resources are used as effectively as possible to support older people.

Assistive Technology reduces risk and empowers older people to age in place

Some examples of Assistive Technology ALONE use to assist older people:

- Fitbits, pebbell, panpan and other smart devices to aid in fall protection. Giving the older person the ability to contact someone in the event of a fall.
- Amazon Alexa - Helps to promote independent living. For example, smart home devices such as plugs, lights and thermostats can all be connected to the alexa. This enables an older person with a mobility or dexterity impairment to easily turn on the lights or heating using simple voice commands. Very beneficial for those with Alzheimer's or dementia .
- A variety of phones are available depending on the needs of older people. They range from standard phones, safety phones and smart phones. Helping the older person maintain independence and can contact family, friends, ALONE or emergency services if needed.

“

Many thanks for all your help with my Doro phone. I really appreciated the time you took to help me set it up.

At 80 I find it rather daunting to be able to complete all the steps. Invariably I manage to tap wrong buttons and then don't know where I am.

Each day I am learning one new thing about the phone. This is thanks to ALONE.

Organisations like ALONE are really offering an excellent service to us 'oldsters'.

Thanks again and know that I am very grateful.



## Human Resources

This year, our Human Resources team has not just managed our workforce; they've strategically invested in our people, building an organisational structure designed for sustained growth and profound impact for the older people we serve. This work has laid a powerful foundation for our future, ensuring our team is equipped and empowered to meet the evolving needs of older people.

### A New Framework for Growth

We made a **strategic investment in our organisational structure**, implementing a new management framework that has been transformative. This restructuring has empowered our department heads to shift their focus from day-to-day operational tasks to the more crucial work of innovation, long-term planning, and direct alignment with ALONE's strategic objectives.

### A Culture of Appreciation and Achievement

In line with our commitment to staff recognition, we are proud to have celebrated five consecutive years of performance-based salary adjustments, a testament to our belief in rewarding hard work and dedication.

### Record Workforce Growth

The ultimate measure of our success is our ability to attract and retain the best talent. We are incredibly proud to announce that as of December 2024, we reached the highest employee headcount in ALONE's history. This record growth is a clear indicator of our reputation as a leading employer in the sector and our expanded capacity to serve more older people than ever before.



## Community Impact Network / Community Innovation Enterprise

In 2024, CIN/CIE worked to expand our network of partner organisations all with the same goal of working together to provide better lives and social connectivity for older people in Ireland.

### Building a Network of Knowledge and Compassion

In 2024, our work in community and knowledge exchange reached new heights, strengthening our network and empowering countless individuals to become champions for older people. We welcomed **25 new members** into the Community and Intergenerational Network (CIN), expanding our reach and reinforcing our commitment to collaborative action. Our training programmes were successful, with over **1,400 individuals trained nationwide**. A staggering **330+ participants** engaged with our CIN training modules, with **Boundaries & Safeguarding** proving to be our most popular, underscoring the vital importance of working together to achieve the best outcomes for older people.

Perhaps most inspiring was the phenomenal success of our **Digital Champions initiative**. We trained more than **1,100 Digital Champions** across community groups, schools, and corporate partners. These dedicated individuals are now bridging the digital divide, providing essential support to older people in their communities to get online and navigate their devices with confidence.

Our influence extended beyond training. We hosted a landmark **Annual Seminar in Maynooth**, bringing together over **120 key stakeholders** from across the older persons' sector. The event featured renowned keynote speakers who presented on critical topics, including 'The Economic Value of Aging in Ireland' from the **London School of Economics**, 'Homes for Our Future' by **Blackwood Homes, Scotland**, and 'Care in the Community' from the **HSE**, ensuring our network remains at the forefront of national and international best practice.

### Forging Powerful Partnerships together

Our success is built on collaboration, and this year we forged several powerful new partnerships. A particularly promising intergenerational pilot with Foróige has been bridging the gap between generations, and we are now actively exploring the establishment of a wider ROI intergenerational network. We also deepened our strategic alignment with the HSE, strengthening relationships with both the Chronic Disease and National Dementia Services teams to provide more integrated care.

Furthermore, we made significant strides in building a working relationship with GPs and collaborated closely with Mental Health and Helplink to bring vital mental health supports directly to the older people we work with.

# Pioneering Housing with Support

This year was a landmark for our Housing with Support (HwS) program, a clear demonstration of our dedication to providing a continuum of care. We are incredibly proud to announce that we were awarded the prestigious Social Impact Award at the Irish Council for Social Housing 2024 Awards for our Richmond Place project, a partnership with the HSE, Dublin City Council and Circle VHA.

Significant progress was made at Richmond Place, where our proposal reflects ALONE’s clear commitment to the successful implementation of the Housing with Support Pathfinder Project. This initiative embodies our dedication to ensuring older people have the housing, support, and security they need to live independently. We eagerly look forward to the 2025 launch , a pivotal moment we keenly await to celebrate together with the community. To ensure we are implementing best practice, we have also established a shared learning opportunity with Zoe Jordan of Wintringham, Melbourne, Australia,

allowing us to learn from global leaders in the sector.

The Housing with Support model is designed to be nationally replicable in order to provide for the housing and support needs of older people in the community and reduce dependence on nursing homes and health care facilities ALONE will continue to seek to work together with partners and stakeholders throughout Ireland to develop and deliver this model.

| Scheme Design   | Supports                    | Community   |
|---|-----------------------------|---|
| Universally Designed Homes<br>Future-Proof Adaptability Features<br>Assitive Technology<br>Communal Space | Housing<br>Health<br>Social | Community Engagement<br>Community Integration<br>Groups & Activities Chosen by Older People |
| Pillar 1  | Pillar 2                    | Pillar 3  |

# Research & Evaluation – together

ALONEs research and evaluation department produces key insights and analysis that allows ALONE to target it’s advocacy and services to the greatest benefit of older people.

In 2024, our dedication to data and evidence-based practice allowed us to scale our impact and influence policy on a national level.

## Informing and Inspiring Our Community

We understand that our work’s success hinges on transparency and knowledge sharing. To this end, we produced a series of detailed quarterly ECC monitoring reports. The purpose of these reports are to provide a detailed overview of ALONE’s service delivery to older people across Ireland, highlighting key needs, outcomes, and regional impact. The report aims to highlight how strategic partnerships and community-based approaches are transforming care for Ireland’s rapidly ageing population.

These reports are shared with over 2,100 stakeholders and made publicly available on the ALONE website. They provided valuable insights into the effectiveness of our service delivery, helping us to continually refine our approach and promoting the ALONE model as a best-practice standard for community care.

Our team also managed over 140 report requests from partners, researchers, and government bodies, demonstrating the high demand for our expertise. We took this a step further by playing a key role in a major restructuring effort. Working closely with our service teams, we realigned our reporting systems to match the HSE new health region structures. This significant undertaking involved updating several thousand older person and volunteer records with accurate Community Health Network (CHN) information, ensuring that our services are delivered as efficiently and locally as possible.





## Evaluating and Enhancing Our Impact

To truly understand the difference we're making, we need robust data. We collaborated with the London School of Economics (LSE) to design a comprehensive impact evaluation of ALONE services. This groundbreaking study is tracking the health and well-being of over 200 older people over time,

Our commitment to evidence-based solutions goes beyond our own organisation. In April, we launched the Loneliness Taskforce Research Network (LTRN), bringing together over 100 delegates to tackle the growing issue of loneliness. We created a dedicated website for the network and hosted a successful webinar in November with the Campaign to End Loneliness (CIN) to discuss

how to best evaluate loneliness interventions. This initiative is a testament to our leadership in fostering a collaborative, data-driven approach to solving one of society's most pressing issues.

## Influencing High-Level Policy

Our work also reached the highest levels of government. Our team actively contributed to 15 Commission on Care meetings and 2 reference group meetings. By bringing our on-the-ground experience and data-backed insights to these critical forums, we directly influenced high-level policy decisions, shaping the future direction of services for older people across the country. We are proud to be a powerful voice, ensuring that the needs of older people are at the forefront of national policy.



# Communications & Campaigns

In 2024, our Communications team used our messaging as a powerful force for change, amplifying the voice of older people, galvanising our community, and ensuring their needs were heard at every level of society. Through strategic campaigns, innovative content, and relentless advocacy, we not only informed but also inspired.

We delivered **12 partnership newsletters**, fostering collaboration and keeping our stakeholders aligned with our mission. Similarly, our dedicated newsletters for staff and volunteers served to strengthen our internal bonds.

On the national stage, our presence was undeniable. Our **National Poster campaign** captured the public's imagination, complemented by an unprecedented number of press releases that secured widespread media coverage and heightened public awareness of our cause. Our video production team launched a suite of high-quality content, including **the production of numerous advocacy focused videos with our CEO**.

Our digital reach expanded, transforming our online platforms into hubs of engagement. The communications team managed and grew both our website and our social media channels, resulting in a remarkable 15% growth in our audience and 18% increase in website traffic. These efforts strengthened our voice and established us as a leading authority on aging and social care.

We were a presence in the political arena. We had **3 appearances in front of the Joint Oireachtas Committees (JOC)**, where we promoted the needs of older people directly to lawmakers. Our dedicated **Budget 2025 campaign** was instrumental in securing a vital increase in Housing Adaptation Grants (HAGS), a direct and tangible win for the people we serve. Furthermore, our strategic engagement with all candidates during the **General Election campaign** led to the successful inclusion of our core asks in several major party manifestos, solidifying our influence on future policy.

We won a prestigious Effie award with our partners Bonfire for the effectiveness of our 2023 **Volunteer recruitment campaign**. This award helped inform a successful **Telephone Volunteer recruitment campaign** in 2024.





# ALONE Campaigning Together to transform ageing at home

## Home Care Coalition

ALONE is a founding member of the Home Care Coalition a group of 23 charities, not-for-profit organisations and campaigners including organisations who work with older people, people with disabilities and people with long-term illnesses, organisations working directly with family carers, and groups working in the primary care sector.

ALONE as part of this group helped draft and launch the Pre-Budget Submission for 2025. Working with other organisations to improve the lives of all those in need. They engaged with the Department of Health in relation to the statutory home care scheme.

## Loneliness Taskforce

The Loneliness Taskforce is a coalition of organisations and individuals who work to address loneliness. The purpose of

the Taskforce is to increase awareness of loneliness and to advocate for policy change to address loneliness at local and national level.

The communications team helped launch ‘A briefing from the Loneliness Taskforce’ – A political briefing that was shared with all politicians.

## Age Alliance

The Alliance of Age Sector NGOs (the Alliance) represents the collective thinking of seven significant NGOs working in the age sector. Together, we collaborate to combat ageism and to seek action on the specific issues that make older people’s lives more difficult than they need to be. We work together to support Ireland in becoming a better place in which to grow older. The Alliance is committed to collaborative leadership and the pooling of our

capacity and resources to maximise our collective impact.

Launched the Taking Stock in Dail Eireann on the progress of the Government in delivering for older people and the launch of the Language Guide.

We were also part of the team creating a ‘Do’s and Don’ts’ A Language Guide when using imagery, language and messages to represent ageing and older people. A guide that was distributed to news outlets to improve messaging around older people in media.

# Fundraising

In 2024, Fundraising team broadened their efforts to provide innovative and sustainable sources of funding for ALONEs services and supports.

Throughout the year we fundraised €2,981,731 an increase of 72% on 2023. We are always grateful to all our new supporters who came onboard during the year and to those who have generously supported us year-on-year and allowed us to continue our support for older people across Ireland.

We proudly secured Triple Lock status again from the Charity Institute of Ireland for 2024

## Primary Sources of Fundraised Income 2024

- 60% Corporate & Foundations
- 19% Individual Giving
- 13% Legacy
- 8% Other

## Individual Fundraising

Support from individual donors is increasing year on year, and this year we achieved a 52% increase in the number of individual donations received.

## Support from Corporates and Foundations

Corporates and Foundations accounted for more than 60% of our fundraised income.

We received over 600 corporate donations during the year, These included donations from

**Bank of America, JCDecaux, Cadbury, Cully & Sully, Dentons Ireland, Flynn O’Driscoll, Glenveagh Properties, ptsb, Tayto Snacks, Vodafone, The Community Foundation of Ireland**

The above is just a selection of the organisations that supported us in 2024. We are immensely grateful to l our partners and donors new and old.

# Financial summary

## 2024 V 2023 Comparisons

- 1. Corporate donations accounted for 8% of our income.
- 2. Benefit in kind / non-cash donations were down by 26% (€374k).
- 3. Rental Income decreased by 3% from 2023.
- 4. Income from the HSE accounted for 66% of our total income.
- 5. Legacy income accounted for 3% of total income.
- 6. The value of our investment portfolio increased and we strengthened our reserves.

| Income Chart                  | 2024       | 2023       |
|-------------------------------|------------|------------|
| General donations             | 751,443    | 628,910    |
| Non Cash Donation             | 373,148    | 504,535    |
| Corporate donations           | 1,074,796  | 796,244    |
| Legacies                      | 396,457    | 236,742    |
| Grants other                  | -          | -          |
| Grants - Stats                | 77,215     | 80,224     |
| DCC Grant Amort               | 159,217    | 159,217    |
| Statutory Income              | 8,924,198  | 7,954,342  |
| Rent                          | 1,046,554  | 1,077,891  |
| Investment income             | 632,150    | 484,482    |
| Other Income                  | 6,828      | 24,809     |
| TOTAL INCOME                  | 13,442,007 | 11,947,397 |
| Expenditure                   |            |            |
| Governance Costs              | 325,239    | 319,266    |
| Cost of generating Funds      | 335,080    | 223,091    |
| Support Costs                 | 1,433,154  | 726,026    |
| Direct Charitable Expenditure | 9,991,203  | 9,794,492  |
| TOTAL EXPENDITURE             | 12,084,676 | 11,062,874 |
| NET INCOME/EXPENDITURE        | 1,357,331  | 884,522    |







## **ALONE**

Olympic House, Pleasants Street, Dublin 8.

National Support and Referral Line 0818 222 024

Available to download from **[www.alone.ie](http://www.alone.ie)**

Registered Charity Number: 20020057