



Leading the Way in Ageing Well at Home

Annual Report 2025



YOU'RE NOT ALONE

Chairperson's Message

It is my pleasure to present ALONE's Annual Report for 2025.

Throughout this report, you will read about the older people ALONE supported in 2025, and the challenges many of them faced. Health, housing, financial security and social connection continue to shape the ability of older people to age well at home. For many, these issues do not exist in isolation: they overlap and compound one another, making everyday life more difficult.

What stands out to me is the difference that support can make. Sometimes it is practical help after a health setback. Sometimes it is support accessing services or entitlements. Sometimes it is a volunteer visit or a regular phone call. Whatever form it takes, the right support at the right time can help someone continue living safely, independently and with confidence in the place they call home.

None of this is possible without the people who make ALONE's work happen. Every day, staff, volunteers, partners and supporters come together to help older people remain independent, connected and supported in their communities. On behalf of the Board of Trustees, I want to thank our CEO, leadership team, staff,

volunteers and partners for their commitment throughout the year.

Their dedication shows in the impact described throughout these pages. In 2025, ALONE supported more than 46,800 older people and closed 93% of interventions with needs met. An independent evaluation by the London School of Economics confirmed what we see every day: coordinated, community-based support significantly improves older people's wellbeing, independence and quality of life, while also easing pressure on the healthcare system.

Ireland's population is ageing, and demand for support will keep growing. The challenges are real, but so is the opportunity: to build a stronger, more connected system of support for older people across Ireland. In 2026, ALONE will launch a new Strategic Plan to guide that next phase.

Together, we are helping to create an Ireland where every older person can age well at home.

Eimear Cahalin
Chairperson



CEO's Message

Throughout ALONE's work, we see every day that ageing well at home means something different to every person we support.

For some, it means managing a health condition while remaining independent. For others, it means living in a home that is safe and suitable for their needs. For many, it means staying connected to family, friends and their community, or having enough support to cope with financial pressures that have become part of everyday life. What this report makes clear is that life is becoming more challenging for many older people. We are seeing more people living with multiple health conditions, more people struggling with housing issues, and increasing financial pressure on everyday decisions about heating, food and staying connected. Too often, these challenges arrive together. Demand reflects this: over the past three years, the number of personalised needs assessments delivered by ALONE has increased by 165%.

ALONE does not exist to simply deliver individual services: we help older people navigate a complex and often fragmented system, bringing the services of the State through their own front door. And where services do not reach people, because of where they live or because no service exists to meet their need, ALONE fills that gap, so that an older person's address does not determine the support they can access. Our goal is a more integrated system of support: bringing services together, closing the gaps between them, and ensuring every older person can get what they need regardless of where they live.

None of this is possible without the people behind it. Throughout this report, you will read stories that bring our impact to life, and see the contribution of our staff, volunteers, partners and supporters, all of whom play a vital role in helping older people age well at home. We also know no organisation can do this alone. We work in partnership with health and social care services, local and community organisations, housing providers and other agencies so older people can access the right support at the right time.

In 2025, ALONE supported more than 46,800 older people across Ireland, delivering over 52,000 Support Coordination interventions, 93% of which closed with needs met. Our volunteers delivered over 270,000 hours of their time: a contribution worth an estimated €8.5 million. A significant milestone was the publication of our Impact Report with the London School of Economics. The findings were clear: older people supported by ALONE experience significantly improved wellbeing, independence and quality of life, and are less likely to need emergency or acute healthcare — a potential saving of €3.5 million a year across the system. This is independent, external evidence that our model works and that it's a model worth building on nationally.

Ireland's population is ageing, and demand will keep growing. We see that not only as a challenge to manage, but as a call to lead. In 2026, ALONE will launch a new Strategic

Plan setting our priorities for the years ahead: reaching more older people, deepening our impact, and building the partnerships needed to respond at scale, backed by investment in digital transformation and stronger advocacy so the evidence from our services continues to shape national policy on ageing. We will keep innovating, advocating and collaborating; not just to deliver services, but to help build a more integrated, equitable system of support for older people across Ireland.

Thank you to everyone who helped make that possible in 2025.

Seán Moynihan
CEO, ALONE



Looking Ahead: Key Priorities and Challenges

Ireland's population is ageing and the demand for support continues to grow. More older people are living with complex and interconnected challenges relating to health, housing, financial security and social connection. While these challenges are significant, they also present an opportunity to build a stronger, more connected and more responsive system of support for older people across Ireland.

In 2026, ALONE will launch a new Strategic Plan, developed during 2025 through a process led by the CEO Office and informed by evidence, research and the experiences of older people supported through our services. The strategy will guide future investment and innovation, with a clear focus on reaching more older people, demonstrating and deepening our impact, and building the partnerships needed to respond at scale.

A stronger, more joined-up sector will be central to this next phase. ALONE will continue to work with statutory, community and voluntary partners to reduce

duplication, strengthen referral pathways and ensure older people can access consistent, coordinated support wherever they turn for help. Digital transformation will also be a priority driven by CEO office, improving how ALONE delivers services, understands need and reaches older people efficiently as demand grows. Alongside this, ALONE will strengthen its advocacy and public affairs work, ensuring the evidence and experiences gathered through our services continue to shape national policy on ageing.

ALONE will continue to focus on what matters most to older people: helping people remain safe, connected, independent and supported in the place they call home. Our ambition is simple: every older person should be able to access the help they need to age well at home, regardless of where they live. Through stronger partnerships, earlier intervention and a more integrated system of services, ALONE will continue to work towards a future where ageing well at home is possible for everyone.

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ARTWORK NOTE

CONTENT TO BE FINALISED

2025 at a Glance

The First Place Older People Turn



46,800+
older people supported
across ALONE services



52,137
Support Coordination
interventions delivered



12,690
personalised needs
assessments completed

93%
of interventions closed
with needs met

11,739
volunteers contributed
273,944
hours, worth up to
€8.5 million

111,739
Support & Befriending
visits

240,887
calls conducted

727
hampers and
243
vouchers delivered
to older people for
Christmas

183
Community Impact
Network (CIN)
members supporting
more than
45,000
older people

The Difference ALONE Makes

Independent Research from the London School of Economics

Independent research conducted with the London School of Economics during 2025 found that ALONE's approach improves wellbeing, independence and quality of life for older people while reducing demand on healthcare services. The findings are unambiguous: older people supported by ALONE experience significant improvements in wellbeing, independence and quality of life, while placing less demand on the healthcare system. The research confirms that coordinated, community-based support is what allows older people to age well at home, on their own terms.

“

She knew how to get in touch with people that I would struggle to contact. And if I wasn't getting what I needed, she used to rattle the cage.

Joan, supported by ALONE

”

Impact at a Glance

- Significantly reduced loneliness
- Significantly improved quality of life and independence
- Lower demand on emergency and community healthcare services
- **€134 in healthcare savings per person supported** — a potential system-wide saving of **€3.5 million a year**
- **70%** of older people said ALONE met their needs
- **78%** of referrers observed a positive impact, and **83%** would recommend ALONE's services

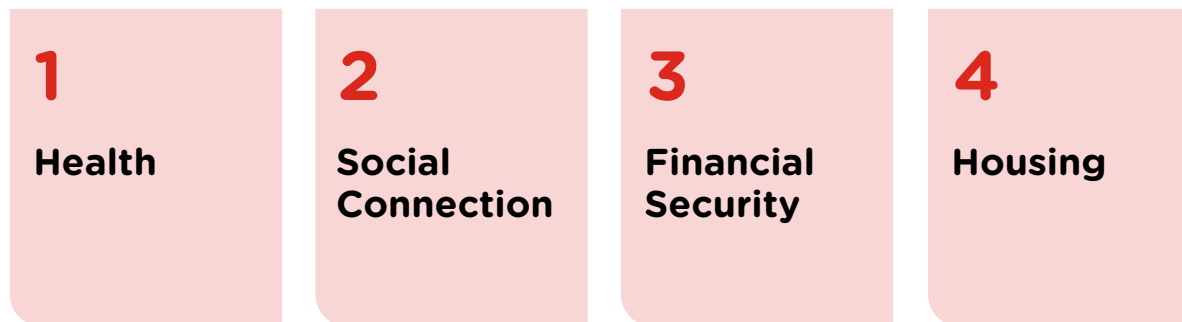


The Barriers to Ageing Well at Home



What Older People Needed in 2025

In 2025, four themes consistently emerged through assessments, support plans and conversations with older people:



Every day, older people contact ALONE because something has made it harder to age well at home. For many, the challenge is not a single issue, but a combination of health difficulties, housing problems, financial pressures and loneliness. As needs have become more complex, ALONE plays an increasingly important role in bringing together the services, supports and community connections that help people remain safe, independent and connected at home.

Growing and More Complex Needs

- Completed assessments increased by 165% over three years
- Physical health became the most common need amongst older people
- Growing number of 76-85 and 85+ year olds supported

What Older People Told Us

	Physical Health Difficulties	59%
	Loneliness	45%
	Mobility Difficulties	38%
	Housing Difficulties	36%
	Personal Care	30%
	Mental Health Issues	21%
	Financial Difficulties	21%



Health: Staying Well at Home

“

ALONE's support showed me that someone was listening and that practical help was possible.

Older person supported by ALONE

”

Almost 6 in 10 older people assessed by ALONE reported physical health difficulties in 2025.

The Challenge

Good health is fundamental to ageing well at home. For many older people, however, health challenges can affect mobility, confidence, social connection and independence. What begins as a health issue can quickly impact other areas of daily life.

In 2025, physical health difficulties were the most common issue identified through ALONE's assessments. Many older people were living with long-term conditions, recovering from illness, managing increasing care needs or experiencing falls that made everyday life more difficult.

Through personalised assessments and coordinated support, ALONE helps older people access the services, practical supports and community connections they need to remain safe, connected and independent at home.

Understanding the Need

Of those reporting physical health difficulties:

- 33% reported falls
- 11% had memory related difficulties
- 10% reported hearing issues

Some of the Ways ALONE Responded

- Provision of assistive technology, including pendant alarms and emergency alarm watches
- Referrals to fall clinics or other medical services
- Assistance with medical appointments including transport



Health Support in Action

Mary (71), who lives alone, had been living with severe chronic pain for several years. As her mobility declined, attending counselling appointments became increasingly difficult and she began to feel isolated from the supports she relied on.

Following an assessment, ALONE provided Mary with a tablet that enabled her to access counselling remotely and stay connected to support services from home. What began as a practical intervention helped restore confidence, improve wellbeing and strengthen her connection with her wider care network. The support enabled Mary to continue accessing the services she needed while maintaining her independence at home.

Housing: A Home that Supports Independence

“ALONE has been fantastic. They helped me fill in the application, which I wouldn't have been able to do on my own. Now everything is moving forward and I feel hopeful again.”

Older person supported by ALONE



Over one-third (36%) of older people assessed by ALONE reported housing-related difficulties in 2025.

The Challenge

Home should be a place of comfort, safety and independence. However, many older people live in homes that no longer meet their needs. Accessibility barriers, repair issues and unsuitable housing can affect mobility, increase the risk of falls and make it harder for people to remain independent at home. When housing is unsuitable, the effects rarely stay contained to the home itself. Health, wellbeing and independence can all suffer as a result. That is why ALONE works alongside older people to identify what they need and navigate the practical route to fixing it, whether that means applying for a grant, arranging a repair or supporting an adaptation that helps them remain safe and independent at home.

Understanding the Need

Of those with housing difficulties:

- 35% required adaptations or accessibility supports
- 20% needed internal home repairs
- 13% reported issues with cleaning

Some of the Ways ALONE Responded

- Access to housing adaptations, particularly bathroom modifications, access ramps and stair lifts
- Organising internal home repairs (plumbing, electrical and carpentry work)
- Cleaning assistance, such as help with sourcing private cleaners and arranging deep cleaning services



Housing Support in Action

Phyllis (76) was referred to ALONE by her GP after a hospital stay left her struggling to move around her home independently. Using a wheelchair, she faced significant accessibility barriers and spent more than a year rarely leaving the house.

“

After leaving hospital, getting around became incredibly difficult. I spent a year and a half without going anywhere, just staying at home.

”

ALONE worked with Phyllis to identify practical solutions and supported her in applying for a housing adaptation grant.



Financial Security: Managing Rising Pressures

“ *I was worried about how I would pay my bills and keep the heating on. ALONE helped me access supports I didn't know were available.*

Older person supported by ALONE

”

One-fifth of older people assessed by ALONE reported financial difficulties, with that figure rising across the year as the cost of living increased.

The Challenge

Many older people face increasing pressure managing household costs, utilities, healthcare expenses and the rising cost of living. Financial challenges often force difficult choices between heating, food, transport and other essentials. These pressures can also affect physical health, emotional wellbeing and the ability to stay connected to community life. ALONE works alongside older people to identify financial pressures early and connect them with the supports available to them. Whether that means accessing entitlements, securing practical supports or navigating available services, ALONE helps older people manage rising costs and maintain their independence at home.

Understanding the Need

Among those with finance issues:

- 31% required assistance with accessing welfare benefits
- 23% needed guidance on their entitlements

- 75% of older people reported that they were impacted by the rising cost of living: up from 44% in 2024
- 58% struggled to pay household bills
- 45% went without heating to save money

Some of the Ways ALONE Responded

- Emergency and financial hardship supports, including food hampers, referrals to St. Vincent de Paul, and assistance in accessing support through the Community Welfare Officer (CWO)
- Support with welfare benefits, including applications for the Fuel Allowance, Household Benefits Package, and Exceptional Needs Payments.
- Assistance with accessing entitlements, such as the Living Alone Increase, Carer's Allowance, and State Pension.



Financial Support in Action

Vincent, 72, contacted ALONE because he was struggling with rising household bills and energy costs. Living on a fixed income, he was worried about how he would manage. A Support Coordinator worked with Vincent to identify supports and entitlements and connected him with other services in his community.

This helped ease the financial pressure he was under and gave him greater peace of mind. With the right information and support, Vincent felt more confident about managing his finances and maintaining his independence.

Loneliness & Social Connection: The Power of Connection

“ *I felt so lonely that at times it physically hurt.* ”
Older person supported by ALONE



Almost half (45%) of older people assessed by ALONE reported loneliness in 2025.

The Challenge

Loneliness can have a significant impact on an older person's health, wellbeing and quality of life. Bereavement, ill health, reduced mobility and living alone can all make it harder to stay connected to family, friends and community life. For many older people, loneliness is closely linked to other challenges affecting their ability to age well at home. Through volunteer befriending, practical support and social prescribing, ALONE helps older people build meaningful connections, strengthen confidence and remain engaged in their communities.

Understanding the Need

Of those reporting loneliness:

- Two-thirds (66%) lived alone
- Over half (56%) had people who visited them

Some of the Ways ALONE Responded

- Supporting the Loneliness Taskforce — a national coalition of organisations and experts — in developing a national strategy on loneliness to bring to Government
- 111,739 Support & Befriending visits
- 197,468 Telephone Support and Befriending calls
- Social prescribing - connecting older people to local community groups and activities



Connection Support in Action

When Maureen was referred to ALONE following a fall at home, it quickly became clear that loneliness and isolation were having a significant impact on her wellbeing.

Through ALONE's volunteer support and befriending service, Maureen was matched with a volunteer who began visiting regularly. What started as a simple visit grew into a genuine friendship, filled with conversation, shared interests and plenty of laughter.



Volunteers: Connection at the Heart of Ageing Well at Home

“

*It makes you feel important.
Someone's thinking of you...
a group of people, society ...
cares enough about people
to reach out and help them.*

Patricia, supported by ALONE

”



Volunteers provide a vital lifeline for older people across Ireland. Through regular visits, phone calls and practical support, they offer reassurance, connection and a dependable point of contact. They also play an important role in identifying emerging needs and helping older people access the supports required to remain safe, connected and independent at home.

A Connection That Matters

For many older people, regular contact with an ALONE volunteer provides more than companionship. It offers reassurance, connection and a sense of belonging. The relationships built through ALONE's Support & Befriending services help people feel less isolated, more connected and more confident in their everyday lives.

Every visit, phone call and conversation helps an older person feel seen, valued and connected.

Supporting Volunteers to Make a Difference

To ensure volunteers can provide this vital support, ALONE continued to strengthen and invest in its volunteer programme throughout 2025. A series of operational improvements, including a new volunteer recruitment process and AI-supported volunteer matching tool, helped streamline recruitment, reduce administrative burden and connect older people with suitable volunteers more quickly and effectively. ALONE also retained its Excellence in Befriending accreditation, reaffirming the quality and impact of its volunteer-led services and its commitment to delivering a high standard of support for older people across the country.

Volunteer Impact in 2025

- **11,739** engaged volunteers
- **273,944** hours, contributing an estimated value of up to **€8.5 million**
- **94%** reported personal benefits from volunteering



ALONE Housing: Safe, Secure Homes Supporting Independence

“

I never expected to face homelessness in my sixties after working all my life. Having a home with ALONE means I can finally relax and feel secure. It's more than I could have wished for.

”

Barbara, now in her mid-sixties, spent most of her life living and working in Dublin. Originally from the west of Ireland, she built a career as a journalist and never imagined she would face housing insecurity later in life.

Following the breakdown of her marriage, Barbara found herself unable to afford rising housing costs in Dublin. Despite having worked hard all her life, she spent almost a year staying with friends while searching for somewhere permanent to live. Through ALONE's

housing, Barbara secured a home of her own and the stability she had been missing. Today, Barbara has the security of a permanent home and the peace of mind that comes with knowing she has a place to call her own.

Support has continued well beyond the move. Barbara continues to receive ongoing support with any maintenance issues that arise, and has become an active part of the community, joining fellow tenants at social events including the annual Christmas dinner.

Safe, secure and suitable housing is fundamental to ageing well at home. For older people experiencing housing insecurity, homelessness or living in unsuitable accommodation, access to a stable home can transform health, wellbeing and independence.

As an Approved Housing Body, ALONE provides housing for older people who are on the Dublin City Council housing list or who are unable to afford private rental accommodation and may be at risk of homelessness.

Across three housing clusters, ALONE Walk, Willie Bermingham Place and Jamestown Court, together with individual homes across Dublin, ALONE provides more than housing alone. Tenants benefit from access to ALONE's wider support services, with dedicated Support Coordinators available to help address health, wellbeing and practical needs. This integrated approach helps older people maintain independence and remain connected to their communities.

Richmond Place

Richmond Place is Ireland's first fully collaborative Housing with Support scheme for older people, combining housing with on-site support services designed to reduce reliance on hospital and nursing home care. During 2025, Housing with Support at Richmond Place moved from implementation to active service delivery.

Jamestown Court

Following a number of years of planning and consultation, ALONE commenced construction of Jamestown Court, a 40-unit development of one-bed apartments in Inchicore, Dublin 8, built to universal design principles. On completion, the development will provide homes for older people on Dublin City Council's housing waiting list. Backed by ALONE's wraparound services, residents will be supported to live independently at home for as long as possible. Jamestown Court is due for completion in August 2027.

Investing in Tenant Wellbeing

- Extensive upgrades completed, including kitchens, bathrooms, flooring, painting and damp remediation works
- Plans developed to access retrofit funding opportunities to improve energy efficiency and tenant comfort

Partnerships & Community

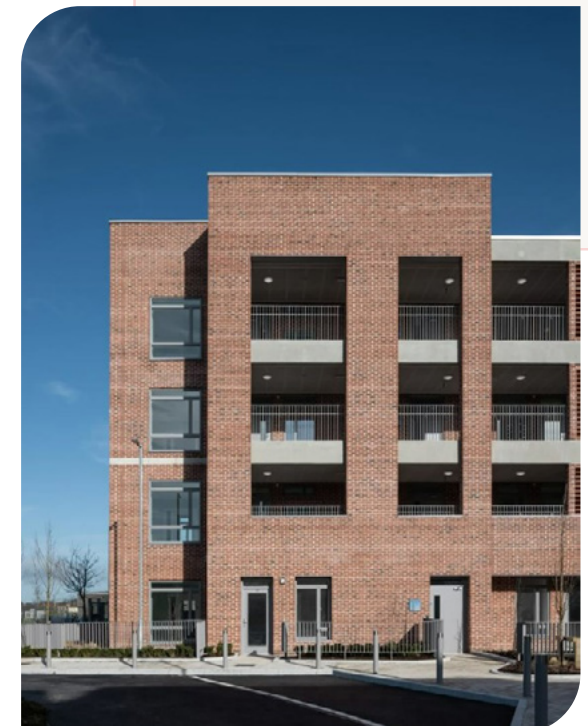
- Continued collaboration with Dublin City Council and housing partners to support tenants
- Active participation in Approved Housing Body networks, strengthening governance and best practice
- Corporate Maintenance Days to improve housing environments, gardens and communal spaces



By the Numbers

Occupancy & Growth

- **110** tenants
- **90%** occupancy
- **13** new tenancies in 2025



Supporting Older People at Christmas

For many older people, Christmas support is about more than dinners, hampers or phone calls. For some, it may be the only visit, conversation or connection they have on Christmas Day.

Throughout the festive season, ALONE's staff, volunteers, supporters and partners came together to ensure older people across Ireland felt connected, supported and remembered. The 2025 Christmas Campaign reached more older people than ever before, with Christmas dinner deliveries increasing by 27% compared to the previous year. Alongside practical support, volunteers and staff provided companionship and reassurance through Christmas calls, hampers and gift vouchers, helping bring warmth and connection to older people during the festive season.

ALONE also continued supporting older people experiencing financial and energy pressures throughout the winter months, helping people access practical assistance, advice and entitlements to stay safe, warm and well at home. This work was supported by partners including Electric Ireland, Bord Gáis Energy, SSE Airtricity, Energia and Prepay Power.

A Collective Effort

The campaign brought together teams from across ALONE to ensure support was available throughout the festive season and successfully delivered every project target.

Through the commitment of volunteers, staff, supporters and partners, ALONE helped bring warmth, connection and reassurance to thousands of older people across Ireland during Christmas 2025.

Christmas by the Numbers

- **2,468** Christmas dinners delivered
- **8,915** Christmas calls completed
- **247** volunteers distributed dinners on Christmas Day
- **727** hampers delivered
- **243** gift vouchers distributed



Partnership in Action

Ageing well at home doesn't happen in isolation — it takes coordinated action across statutory, community and voluntary services. Throughout 2025, ALONE continued to strengthen the national and local partnerships that help older people access the right support, at the right time, in the right place.

Spotlight on HSE Partnerships

Working alongside healthcare professionals helps older people get the right support before a crisis.



Working Together for Better Outcomes

As part of the HSE's Enhanced Community Care programme, ALONE worked closely with Community Healthcare Networks, Integrated Care Programme for Older People (ICPOP) teams, Chronic Disease Services and the National Dementia Office throughout 2025.

These partnerships supported earlier identification of need, strengthened referral pathways and improved coordination between health and community services. By working alongside healthcare professionals, ALONE helped ensure older people could access practical,

social and emotional supports that complement clinical care and support independence at home.

- 70% of referrals came from external agencies, including Community Care professionals, hospitals and community services
- 45% of Support Coordination interventions involved strategic partners, demonstrating the importance of collaboration in responding to increasingly complex needs

ALONE's impact extends beyond direct service delivery: we work strategically alongside sector partners to amplify the case for older people across Ireland. In 2025, ALONE remained actively engaged with the Loneliness Taskforce, Loneliness Taskforce Research Network, the Home Care Coalition, and Age Alliance Ireland, ensuring older people's voices are

represented wherever national policy on ageing, loneliness and care is shaped.

By working in coalition rather than alone, ALONE ensures that its evidence and advocacy carry greater weight — speaking with, and alongside, the wider sector to drive change for older people nationally.



Community Impact Network

The Community Impact Network (CIN) is ALONE's national network of community, voluntary and statutory organisations working together to improve the lives of older people. Through collaboration, training, networking and shared learning, CIN strengthens local capacity and helps ensure support is available earlier, closer to home and delivered in partnership with communities.

During 2025, ALONE further strengthened its regional Community Impact Network presence across all six HSE regions, strengthening

local engagement, collaboration and referral pathways while helping support reach older people earlier and closer to home.

CIN impact in 2025

- 183 CIN member organisations
- 45,574 older people supported
- 50 training sessions delivered
- 9 networking events held

Training topics were informed by the needs emerging through ALONE's services, helping organisations strengthen support across areas including safeguarding, digital inclusion, support and befriending, and energy awareness.



Digital Inclusion

Digital skills help reduce isolation and improve access to services, information and social connection.

In 2025, ALONE supported 6,950 older people to build digital skills and confidence through the Hi Digital programme. Working alongside 3,424 Digital Champion volunteers, the programme helped older people develop the skills

needed to participate more confidently in an increasingly digital world.

Delivered in partnership with the Vodafone Foundation and a growing network of community, education and corporate partners, Hi Digital continues to help older people overcome digital exclusion and stay connected to the people, services and information that matter most.

Building the Organisation Behind the Mission

Supporting more older people to age well at home requires investment not only in services, but in the people who deliver them.

Throughout 2025, ALONE continued to strengthen its workforce, culture and organisational capability, ensuring staff were supported to deliver high-quality services centered on the needs of older people. As demand for support continued to grow, ALONE achieved its strategic workforce growth target ahead of schedule while also reducing employee turnover and investing in staff wellbeing, learning and development.

Learning and Development

Building capability remains central to delivering high-quality support for older people. During the year, ALONE launched a new Learning Management System and centralised HR policies and

procedures, creating a more consistent and accessible learning environment across the organisation.

These foundations will support future leadership development, continuing professional development and workforce planning initiatives.

Supporting Better Outcomes

Every assessment completed, support plan delivered and volunteer supported begins with a skilled and committed workforce. By investing in our people, ALONE is building the capacity needed to meet growing demand and deliver better outcomes for older people across Ireland.

Our people in 2025

- 236 employees
- 9% reduction in staff turnover
- Annual salary review completed
- Enhanced family-friendly policies introduced
- Improved pension access for employees
- Nationwide HR roadshow and Wellbeing Survey carried out
- Gender Pay Report published
- Long-Service Recognition Programme introduced
- Finalist in the HR Excellence Awards Employee Engagement category



Amplifying the Voice of Older People

Turning Evidence into Action

Behind every service delivered by ALONE is a commitment to understanding what works, why it works and how it can be improved. Throughout 2025, we strengthened the evidence base that helps ALONE improve outcomes for older people while influencing policy and practice nationally.

By combining research, data, evaluation and advocacy, we ensure that the experiences of older people are not only heard but translated into meaningful action. Whether informing service development, shaping Government policy or identifying emerging needs, evidence remains at the heart of everything we do.



By the Numbers

- **140+** Data and reporting requests delivered to funders, partners and policymakers
- **28** Submissions to Government, EU and external consultations
- **2** Appearances before Joint Oireachtas Committees
- **47** Recommendations embedded into 2026 organisational action plans



Influencing Change

Evidence is most powerful when it leads to action.

In 2025, ALONE significantly expanded its policy, advocacy and public affairs work, strengthening its influence at both policy and political levels. A dedicated Public Affairs function was established during the year, strengthening engagement with Ministers, elected representatives and other decision-makers, and ensuring the voices and experiences of older people informed national policy discussions.

Evidence in Action

“The experiences of older people should inform how services are designed, delivered and funded.”

The publication of the LSE Impact Report demonstrated that ALONE’s integrated approach delivers measurable benefits for older people while generating healthcare savings. By combining frontline insight with independent research, ALONE is helping build the case for investment in community-based supports that enable people to age well at home.

Communications and Media

Every campaign, story and media appearance is an opportunity to highlight the realities of ageing in Ireland and advocate for positive change. Throughout 2025, ALONE used communications to raise awareness of the challenges facing older people, promote practical solutions and support public understanding of what it means to age well at home.



By the Numbers

- **1,291** media mentions
- **26** press releases issued
- **16%** social media audience growth
- **29** vodcasts produced
- **19** videos produced
- **26** newsletters distributed



Quality, Operations & Compliance

Building Strong Foundations

Every outcome described in this report relies on the people, systems and processes working behind the scenes. From quality and governance to technology, facilities and project delivery, these functions kept services safe, consistent and able to scale as demand for support continued to rise throughout 2025.

Strengthening Quality

A major milestone during the year was the successful recertification of ALONE to the ISO 9001:2015 Quality Management Standard for three years. This achievement reflects the organisation's continued commitment to quality, consistency and continuous improvement.

Alongside recertification, significant work was completed to strengthen policies, procedures and quality systems, ensuring colleagues across the organisation had the tools, guidance and support required to deliver high-quality services to older people.

Supporting Innovation and Growth

Technology continued to play a key role in enabling service delivery and organisational development. During 2025, ALONE completed the rollout of a new AI matching tool, strengthened cybersecurity and digital infrastructure, and improved core data systems. Together, these investments improved organisational resilience, increased efficiency and enhanced ALONE's ability to respond to growing demand.

Strengthening Governance and Risk Management

Throughout the year, ALONE continued to strengthen its governance frameworks across quality, risk management and health and safety.

By the Numbers

- **297** Quality Management System documents reviewed and updated
- **153** Improvement and Corrective Actions completed, a 194% increase on 2024
- **5,848** ICT support requests resolved across the organisation
- **20** projects managed through the Project & Change Framework

Fundraising



Generosity That Makes Ageing Well at Home Possible

The work described throughout this report is only possible because of the generosity of ALONE's donors, partners and supporters.

In 2025, ALONE raised €2.3 million, alongside significant donated goods and services. Through corporate partnerships, trusts and foundations, community fundraising initiatives and regular giving, supporters helped ensure older people could access the practical, emotional and community-based supports they needed when it mattered most.

Corporate and Community Support

Corporate partnerships remained central to ALONE's fundraising success. Throughout the year, corporate supporters organised fundraising events, volunteering activities and awareness campaigns, demonstrating a shared commitment to supporting older people across Ireland.

ALONE is particularly grateful to partners including KBC Bank, PTSB, Tayto, Cadbury,

Central Bank of Ireland and Control Valves UK Ltd for their support throughout the year.

Trusts and foundations also played a critical role in supporting strategic initiatives across digital inclusion, housing, volunteer recruitment, research, policy development and community networks. Support from partners such as the Vodafone Foundation, Tom Cunningham Trust with Ireland Funds and Community Foundation Ireland enabled ALONE to continue developing services and responding to emerging needs.

Community Fundraising in Action

In September, twelve supporters aged between 30 and 78 completed the final 103 kilometres of the Camino de Portuguese in support of ALONE, raising more than €20,000.

Their achievement demonstrated the power of community fundraising and the commitment of people across generations to supporting older people across Ireland.

By the Numbers

- **€2.3 million** raised
- **36%** of fundraising income generated through corporate partnerships
- **30%** generated through trusts and foundations
- **26%** increase in Regular Giving income
- **€20,000+** raised through the Camino de Portuguese challenge



Governance

Board Attendance

The Board of Trustees met six times during 2025 to oversee governance, strategy, risk management and organisational performance. Trustee attendance is set out below.

TRUSTEE	ROLE	ATTENDANCE
Eimear Cahalin	Chair	6 of 6
Mark Mulqueen	Treasurer	6 of 6
Annette Gavigan	Trustee	6 of 6
Sarah McDonnell	Trustee	6 of 6
Eoin MacCrosain	Trustee	6 of 6
Eddie Matthews	Trustee	5 of 6
Ed Sibley	Trustee	5 of 6
Shane McGuinn	Trustee	5 of 6
Margaret Cronin	Trustee	5 of 6
Mary Walshe	Trustee	4 of 6
Joe Sheehy	Trustee	3 of 5*
Siobhan Hamilton	Trustee	3 of 6

*Resigned in October 2025

Finance

INCOME	2025*
General Donations	883,766
Non Cash Donation	286,000
Corporate Donations	1,318,785
Legacies	142,332
Grants	61,342
DCC Grant Amort	159,000
Statutory Income	9,834,624
Rent	1,097,392
Investment Income	402,583
Other Income	13,730
TOTAL INCOME	14,199,553
EXPENDITURE	2025
Governance Costs	383,911
Cost of Generating Funds	347,700
Support Costs	2,042,695
Direct Charitable Expenditure	10,854,913
TOTAL EXPENDITURE	13,629,219
NET INCOME / EXPENDITURE	570,334

FINANCIAL SUMMARY - 2025 V 2024 COMPARISONS

- 1. Corporate, Trust and Foundation Donations** accounted for 9% of our income.
- 2. Benefit in kind / non-cash donations** were down by 1% to €286K.
- 3. Rental income** remained stable at 8% of overall income with a slight actual increase to €1.09M.
- 4. Income from the HSE** accounted for 69% of total income compared to 66% in 2024.
- 5. Legacy income** accounted for 1% of total income in 2025.
- 6. The value of our investment portfolio** continued to increase, strengthening our reserves further.

*All accounts from previous years are available on www.alone.ie.





ALONE

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National Support and Referral Line 0818 222 024

Available to download from **www.alone.ie**

Registered Charity Number: 20020057