

Instagram  
alone.ireland  
Dublin



#volunteers #befriending

# Annual Report 2016



Supporting older people  
to age at home



**ALONE**

Supporting older people  
to age at home

## **Vision Statement**

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

## **Mission Statement**

Our Mission: to support older people to age at home, through Support Coordination, Befriending, Housing with Support, and Campaigns for Change.

## **Contents**

<b>Mission Statement</b>	1
<b>Vision Statement</b>	1
Index	2
Chairman's Message	4
Chief Executive's Message	6
<b>Ireland's changing demographic: 2016 in numbers</b>	8
<b>ALONE's Strategic Position</b>	10
<b>Quality Standards:</b>	14
ISO 9001:2008	14
The Investing in Volunteers award	14
Quality in Befriending	14
Regulation and Codes	15
<b>ALONE Services</b>	17
<b>Support Services</b>	17
North East Hub	17

<b>Befriending</b>	20
<b>Volunteers</b>	21
<b>Housing with Support</b>	22
<b>Campaigns for Change</b>	24
<b>Communications</b>	25
Christmas Campaign	25
<b>Fundraising</b>	25
<b>Technology</b>	27
Human Resources, Administration and Finance	30
<b>ALONE: Thriving on Partnership</b>	31
<b>Financial Summary</b>	32
<b>Board of Trustees</b>	35

## Chairman's Message

In 2016, ALONE continued its core work of providing a Befriending service, as well as organising Support Coordination, Housing with Support and continued to demand an increase of services to help older people in Ireland to age at home.

2016 saw the development of a number of new initiatives along with the evaluation of key components of the services ALONE provides. We continued to keep the Board and organisation united and focused through commissioning a new Scheme of Incorporation. We appreciated the total involvement and commitment of new Board attendees, pending their formal appointment to the Board.

The year also saw us complete 80% of action plan items, approve the restructuring of the staff levels in ALONE to support the CEO in our ambitious action plan, and assist and support

the management teams in their effort to develop services in HSE North Dublin and North East in partnership with key players. These and other

*“ALONE has always responded effectively to the challenges that face older people”*

---

partnerships have helped place ALONE at the forefront of innovative and ground breaking technological supports to help older persons

remain in their homes.

ALONE has always responded effectively to the challenges that face older people and, with driven leadership, and an excellent staff and volunteer team in place, we have the potential to continue to do so and to meet emerging needs in the coming years.

I would like to thank my fellow board members for their enthusiastic and fulsome support of the endeavours of ALONE during 2016 and record a special thanks to the CEO and his staff for all the support and documentation they apply to the Board and sub-committees to allow them to operate effectively.

Kind regards,



**Eddie Matthews**



## Chief Executive's Message

Looking back on 2016, it was a great year because of the increasing numbers of people we helped both directly and indirectly.

There are so many who work hard to make this happen and our definition of team is wide: staff, volunteers, donor, Board members, and managers.

None of what is contained in this report is possible without you, so thank you all. What unites us is the work and together we are making our visions a reality.

When people choose to support a charity, they do so because they are inspired by the work it does. People are moved by stories that reach into their hearts and connect with them emotionally. In ALONE we have plenty of these stories – from the 79-year- old woman who didn't laugh for 15 years before she joined our Befriending Service, to the

homeless 87-year- old man we gave a home to. However, we also know that we need to link these stories to comprehensive information about value

*“In the last four years we have doubled in size, the demand for our services has tripled, the number of volunteers has tripled”*

---

for money, the number of people we support, and the manner in which we support them. All



charities should be judged on their impact and effectiveness, not just on an emotive story; we must value those that have quality standards, are accountable and transparent. We hope in this report we have demonstrated that we are both.

You will read in this report the statistics on the increase in the number of older people and the increasing numbers in need. We must never forget these numbers represent real people who value and rely on our services, and it is high-quality service we aim provide them with.

In the last four years we have doubled in size, the demand for our services has tripled, the number of volunteers has tripled and we have introduced new services to support older people to age at home, both directly and indirectly.

Every three-to- five years an organisation must reinvent itself and take stock. In 2017 we will do this to ensure we remain focused on the services older people need to age at home.

This report belongs to you as do the achievements,

regardless if you are volunteers, staff, donors, general public, or other agencies; without the support from every one of you, the wonderful stories and numbers would not be possible

One last thank you to the Board of Trustees of ALONE who have supported and guided us all.

Please note that all of our full accounts, along with further information, is published on the website. If you have any questions please don't be afraid to ask. You can email [sean.m@alone.ie](mailto:sean.m@alone.ie), visit our website [alone.ie](http://alone.ie) or call us directly on 01 679 1032.

Kind regards,



---

**Sean Moynihan**



## Ireland's changing demographic - 2016 in numbers

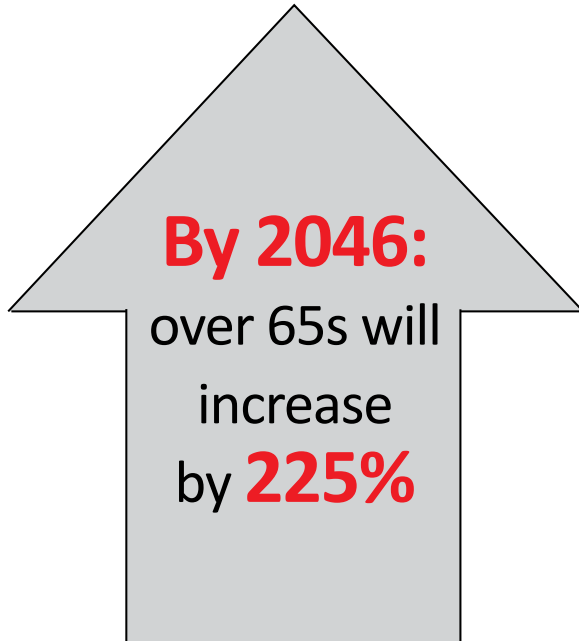
- In 2016, there were approximately 624,000 people over the age of 65 living in Ireland, representing 13.2% of the overall population.
- It is estimated that by 2046 this number will grow to be 1.4 million, representing 22% of the

overall population. This means that over the next thirty years we will go from 1 in 10 Irish people being over 65 to 1 in 5.

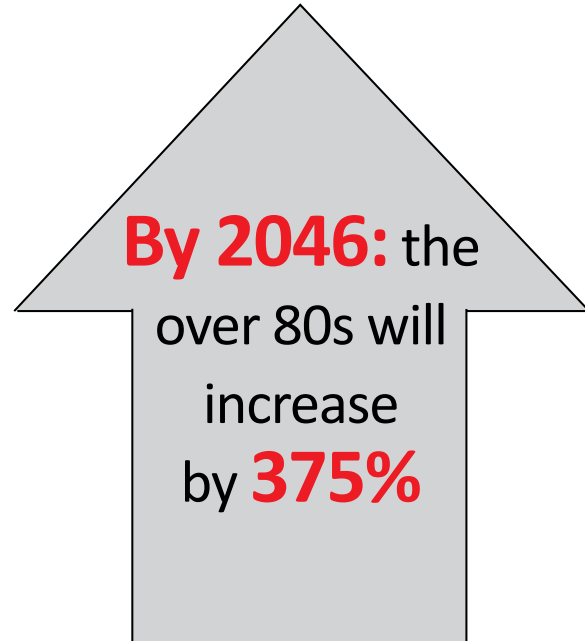
- The very old population (those over 80-years-old) is set to rise even more dramatically, increasing from 128,000 in 2011 to between 484,000 and 470,000 in 2046.



## Over 65s



## Over 80s



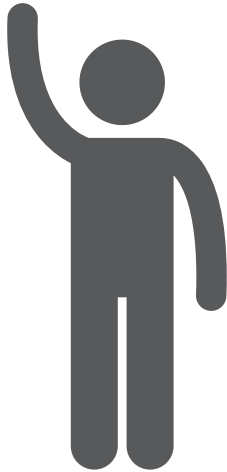
## ALONE's Strategic Position

**3. Sectoral Development: Working with age sector organisations on an agreed strategy for the sector, building partnerships.**

**2. Building the frameworks to support more older people to age at home through Hubs and Befriending Network Ireland (BNI).**

**1. ALONE Support Services for older people.**

## Volunteers



**46,800** hours provided by volunteers in 2016.

**€702,000** estimated value of volunteer work provided.

**42%** increase in the number of people befriended in Dublin.

**350+** new volunteers in 2016.

**4,500** people supported by befriending services nationwide.

## Services

**937** older people we helped to live as independently as possible at home in 2016.

**15.2%** increase in calls to our front office.

**20 staff and 10 interns**

supported ALONE in 2016

## Communications & Fundraising

**1.1 million** people reached by our Christmas 'Thank You' video.

**25%** increase in corporate donations and grants.





## Technology

**€170,000** received from THINKTECH to lead the way in technology further helping older people to age at home.

## Housing

**108** older people supported and housed by ALONE

**87%** of our new residents were homeless or at serious risk of homelessness.

**73%** referred from homeless services at Dublin City Council (DCC)



## Quality Standards

At ALONE, we pride ourselves on our transparency and accountability. We believe that an organisation that works with vulnerable older people must operate to the highest standards.

### ISO 9001:2008



ALONE maintained the ISO 9001:2008 Quality Standard following our external audit by an ISO-approved auditor in December 2016. This audit reviews our policies and processes, commitment to quality throughout the organisation, our service delivery and how we continue to review and improve our services. ALONE's Quality Manager also conducts internal audits three times yearly across all departments.

### Investing in Volunteers award



Volunteerism is a core part of

ALONE and key to the delivery of our befriending service. As our volunteer numbers grow, so does the need to recognise the wonderful work they do for older people. This award recognises the contribution made by more than 350 volunteers who supported ALONE in 2016. It also recognises the organisation's appreciation of volunteers through training, support, and social events.

### Quality in Befriending



The Quality in Befriending Award, awarded to us through Befriending Networks Scotland in 2016, displays best practice in the delivery of a Befriending service, assessing nine practice areas of service delivery. This award ensures the highest level of service and the best experience possible for the older people who are befriended by ALONE. We have begun to develop the first Irish Befriending Quality Standard with the Befriending Network Ireland advisory group.



## **Regulation and Codes:**

ALONE are registered with the Charity Regulatory Authority (Registered Charity Number 20020057). We made our annual return to the Charity Regulator in 2016.

ALONE complies with the Governance Code for Community and Voluntary Organisations. ALONE's Board of Trustees reviewed and resigned the Governance Code in September 2016.

We are triple-locked members of the Charities Institute Ireland, (previously Irish Charities Tax Reform) and comply with the Guiding Principles of Fundraising they have set out.

In 2016 we published our annual audited financial accounts and reports which comply with the Statement of Recommended Practice for Financial Reporting (SORP) standard.

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

Housing Regulation: We are an Approved Housing Body (Tier 2). We comply with the Voluntary Code

for Approved Housing Bodies, as regulated by the Housing Agency. We are a member of the Irish Council for Social Housing (ICSH).

## **Housing Finance Agency (HFA)**

ALONE are one of only 16 Approved Housing Bodies in the country achieve this accreditation, which acknowledges the work invested in strong corporate governance, quality, and the clear focus on future development, and we are a Tier 2 Approved Housing Body. Along with successful housing regulation, Certified Body status shows that ALONE is at the cutting edge of quality social housing provision and gives us a seal of approval to continue to expand in line with our plans.

The HFA accreditation will allow us to increase our housing stock in the coming years in line with our strategic and business plans, and provide more quality housing to support older people to age at home.

In January 2016, we signed up to participate in the Housing Association Performance Management (HAPM) survey and submitted our feedback in March 2016.

## Support Services



## ALONE Services

In 2016, the ALONE Support Coordination team continued to expand, helping 937 older people to live as independently as possible at home. Our Support Coordination team in Dublin saw an increase of 44% in the number of cases they worked with. Core to this service is the strengthening of natural support structures of community and family in partnership with relevant professionals and local development organisations. The Support Coordination team provides practical one-to-one support, Befriending, and advocacy services. The ultimate aim is that older people can avail of the supports that they are entitled to in order to live enriching and fulfilled lives.

We secured funding from the HSE for a Pilot project in Community Health Organisation (CHO) Area 9 to deliver Support Coordination and Befriending throughout the North City and County area of Dublin.

We developed a partnership with Dún Laoghaire-Rathdown County Council and the HSE to

establish a Support Coordination service in Dún Laoghaire-Rathdown.

We undertook the delivery of a pilot service for Clúid Housing Association to their older tenants in Dublin, Meath, Louth and Cavan. An evaluation of the pilot is due in 2017.

## ALONE North East Hub

In October 2016 the Support Coordination team expanded its services to the North East of Ireland through a strategic partnership with with NetwellCASALA Centre, an established service run out of Dundalk Institute of Technology. The alliance between ALONE and NetwellCASALA uniquely combines more than 50 years of research, innovation, and practice in the provision of support services and homes for older people.

As part of this merger, we took over the direct oversight and management of their support services in the Dundalk area: Good Morning Louth telephone befriending service, Cultaca (Support Coordination), numerous dementia initiatives, as



well as large and small events and activities.

As demand for these services increase in the North East, we will contribute additional resources, staff and volunteers. A key objective for 2017 is to align these services to ALONE's existing systems and quality standards, and develop further.

### **Case study:**

*In 2016 we worked with a lady who had suffered from domestic abuse, elder abuse, and social isolation. We linked in many services to deal with these issues and encouraged and facilitated the lady to get a voluntary role in a local charity shop. By the time we had finished working with her, she told us that we had changed her life in a very big way, and for the first time in a long time she looked forward to the future.*



## Befriending

The ALONE Befriending service, based on the recruitment and training of vetted volunteers who visit older people on a weekly basis, is managed and monitored by our staff. Older people are invited to participate in events throughout the year, ranging from cinema visits to summer

holidays. At any stage, if the needs of the older person change, they are linked in with our Support Coordination service.

The first-ever Befriending quality standards were developed, led by ALONE as part of a Quality Sub-Group. Eight training sessions were delivered across Ireland from January to October 2016, along with three shared learning mornings and a national seminar in May 2016.



## Volunteerism- The Spirit of ALONE

- We had over 350 volunteers in 2016.
- We held 20 volunteer training sessions during the year.
- Our volunteer to staff ratio was 25:1.

### Case Study:

*One of our most memorable cases was a lady that we assessed for our befriending service. When we went out to see her she told us that it had taken her two years to muster up the courage to refer herself to the befriending service. When we matched her with a volunteer she told us that the visits had made such a significant difference to her and that she felt that she could smile and laugh again.*



## Housing with Support





ALONE continues to provide and develop our Housing with Support.

- We fully renovated three units, which were purchased in December 2015. Capital Units were occupied in May 2016.
- Much of the work was completed and cost-met by the use of corporate volunteering opportunities.
- ALONE achieved Certified Body status from the Housing Finance Agency (HFA). ALONE is one of only 16 Approved Housing Bodies (AHB) in the country to achieve this accreditation.
- A total of 108 older people were housed and supported by ALONE.
- We had a 98.38% occupancy level in our housing in 2016.
- Turnover of housing units was relatively low compared to the last three years.

- We provided six new older people with lifetime tenancies.
- Three older people and one couple were provided with emergency accommodation and went on to move into their own tenancies

**Case study:**

*“In 2016 we were able to help an 82 year old man move into one of our ALONE houses. He was at serious risk of becoming homeless and was sick with all of the worry and stress. When we arrived with a card that read ‘Welcome to your new home’ his eyes filled up with tears. To this day, he still thanks us for the support and kindness that ALONE showed him when he needed it most. As he puts it, ‘When so many others were closing their doors to me, you handed me a key to my own.’”*

## Campaigns for Change

- ALONE's Campaigns for Change continued in 2016 with a range of activity ALONE led in the formation of a new group representing the sector, named Age Alliance, made up of six NGOs. We plan to work closely and campaign as a unified voice.
- In 2016, we ran a campaign with the main political parties leading up to the general election in June.
- We submitted a Pre-Budget Submission to the Department of Health and to the Department of Finance.
- We attended and presented at two Joint Oireachtas subcommittees, Health, and Housing and Homelessness.
- We carried out a billboard campaign throughout the year.

It's not just a chair, it's

# Rita's chair.



**ALONE**

Supporting older people to age at home

01 679 1032 | [alone.ie](http://alone.ie)

## Communications

- 2016 saw our communication activity continue to grow and build on our success in 2015.
- A new Communications Strategy was developed.
- We secured €1.3 million worth of media coverage.
- Over 500,000 people viewed our posts on Facebook and 435,000 viewed Tweets on Twitter.
- We introduced ALONE's new Instagram account: Alone.ireland.
- We issued over 30 press releases which resulted in 126 publications in national and regional papers.

## Christmas Campaign

### The theme: 'Thank You'

During Christmas 2016, we had another successful

campaign called the 'Thank You' Campaign, which reached 1.1 million people. This campaign continues to raise ALONE's profile. The campaign built on the previous year's success and utilised our various social media platforms (Facebook, Twitter, Linked, Instagram) as well as traditional media outlets.

## Fundraising

- A new Fundraising Strategy was developed and ALONE achieved its targets in fundraising.
- We received large legacy donation and generous support from our charity partners: Zurich Life, Alfa Biomed, KBC Fund Management, BANG restaurant, Capita, Butler's Pantry, CHR, Eversheds, and Irish Stock Exchange.
- We hosted 16 corporate volunteer days throughout the year providing over 1,400 hours of volunteer assistance to ALONE.



## Technology 2011-2016: The key to helping older people age at home



Emergency response & early intervention



Housing providers



Befriending Organisations



Non- Profit Organisations

## Knowledge Management, Compliance and Technology:

In 2016 we formed a new department within ALONE: Knowledge Management, Compliance and Technology (KMCT). KMCT ensures ALONE is efficient, informed, compliant, and technologically driven to enable ageing at home. Achievements include:

- ALONE, along with our strategic partners NetwellCASALA, secured €170,000 in funding from the Social Innovation Fund Ireland programme, THINKTECH, which is a Social Innovation Fund Ireland programme supported by Department of Housing, Planning, Community and Local Government (now known as Department of Housing, Planning and Local Government) and Google.org to develop an ALONE end-to-end technology platform.
- Enhanced our knowledge of issues facing older people through development of comprehensive position papers.

- Surveyed our volunteers' experiences as well as conducted our first comprehensive survey of older people who use our services.
- Maintained our three key quality standards; ISO 9001:2008, Investing in Volunteers and Befriending Quality standards.
- Developed and strengthened ALONE's risk management systems, ensuring that ALONE have a much more robust risk management process.
- Developed the security structures in ALONE's Management Information System to enhance compliance with Data Protection guidelines.

## **ALONE Technology Platform**

Using technology to enhance the lives of older people is a key part of ALONE's strategy. In partnership with NetwellCASALA, the THINKTECH grant has allowed us to develop a technology platform aimed at further supporting people to

age at home better and for longer. The platform consists of 4 key elements;

1. BSafe: An individualised sensor kit in the home of an older person specific to their needs.
2. BWell: An app for an older person focused on key areas of wellness.
3. BFriend: An app for the volunteers and staff that visit an older person in their home.
4. Management Information System, a data hub that links the information collected from the sensors and apps to the older persons' profile, providing a 360° view of the individual.

This will be available as a full platform or as individual elements depending on a person's desires and needs. The platform will be available for use by private individuals and their families or by community groups, befriending organisations, and housing providers.

## Human Resources, Administration and Finance

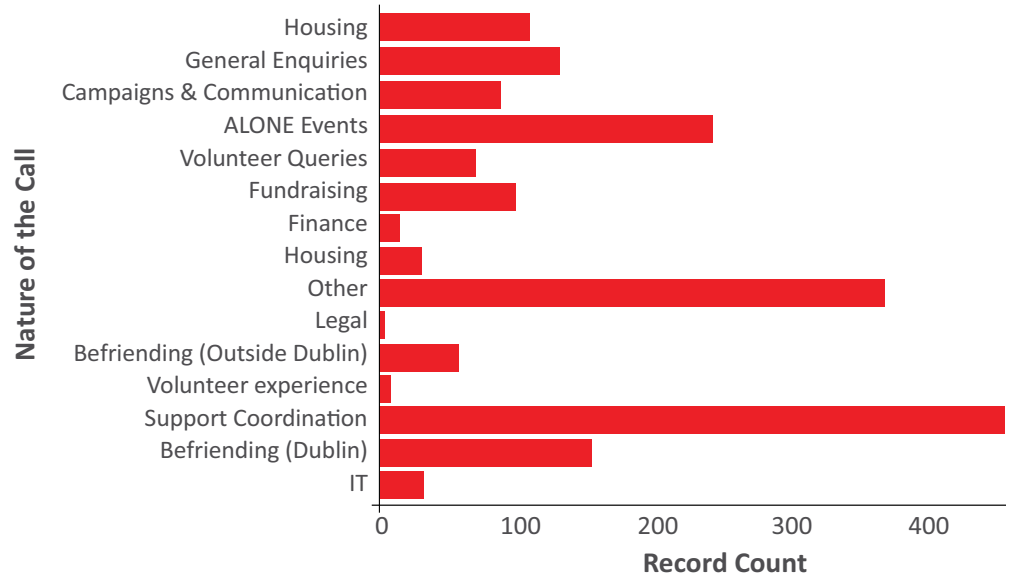
- During 2016, our work was supported by 20 staff and more than 10 interns.
- We carried out workshops with staff on rewards

and motivation.

**15.2%**  
increase in calls to Front Office



**Calls to Front Office**



## ALONE: Thriving on Partnership

ALONE strongly believe that working in partnership across the Age Sector, governmental agencies and other civic society organisations is key to meeting the emerging needs of the sector. ALONE is:

- Working with other age sector organisations to consolidate the sector and develop an Agreed Strategy for social policy and campaigning.
- Creating national and local partnerships to support the delivery of the National Positive Ageing Strategy.
- Leading the development of a national infrastructure for services in the community; ensuring all older people have access to the full suite of services.
- Developing a new technology platform, which will be shared within and beyond the age sector.
- Creating local and national forums for sharing

knowledge and training, to support regulation, quality and outcomes-focused services.

## Partnerships in 2016

As an independent charity, we value the partnerships we have with statutory and voluntary groups. We are currently leading Befriending Network Ireland, an alliance of Befriending organisations from around the country that we're working with to develop consistent quality befriending services nationally.



ALONE and Crosscare, a Social Support Agency in the Dublin area, are cooperating to transfer Crosscare's total Befriending Service to ALONE's management. In practice, 128 older people with their 117 volunteers who are currently supported by Crosscare, will be managed and supported by ALONE staff by early 2017.

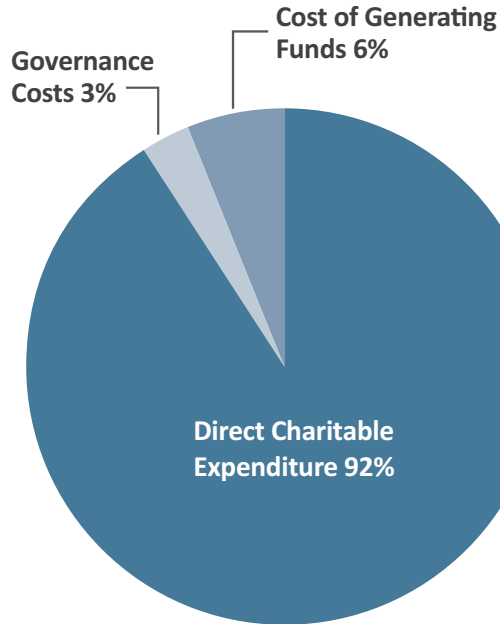


## Financial Summary

ALONE has four key sources of funding, which have seen the following increases:

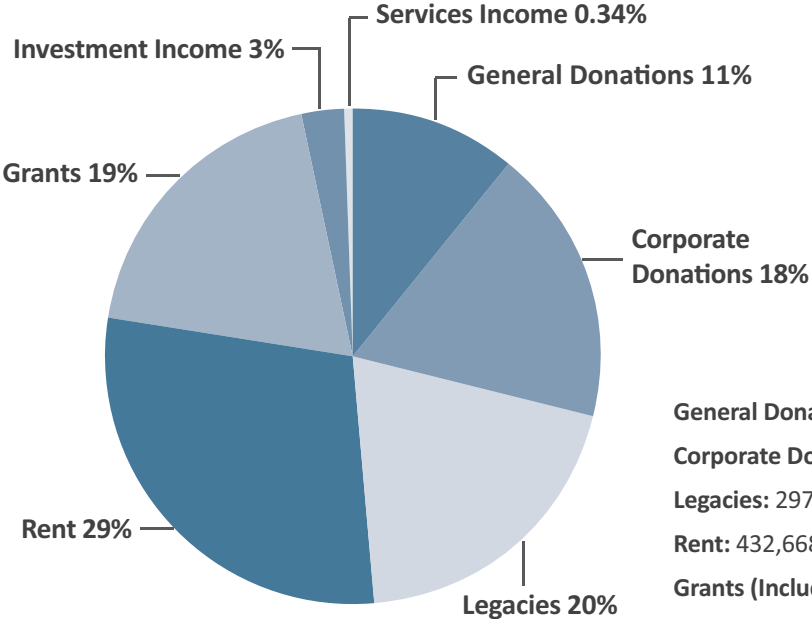
1. Rental income increased by 9% over 2015 levels.
2. Legacies and in memorium donations increased by 145%.
3. Fundraising income (including grants) increased by 8%.
4. The value of our investment portfolio increased by 3%.

## Expenditure



Cost of Generating Funds: 86,958  
Direct Charitable Expenditure: 1,413,222  
Governance Costs: 42,952  
Total: 1,543,132

# Income



**General Donations:** 156,251  
**Corporate Donations:** 261,637  
**Legacies:** 297,671  
**Rent:** 432,668  
**Grants (Including 6,000 from Loreto Foundation Fund):** 275,981  
**Investment Income:** 51,810  
**Services Income:** 5,000  
**Total:** 1,481,040

## Organisational Development & Governance

The Board of Trustees has three sub-committees: Fundraising & Finance Subcommittee, HR Subcommittee, and Services & Governance Subcommittee.

### In 2016, the Board:

- Achieved and maintained our commitment to the Governance Code.
- Agreed for ALONE to engage with statutory agencies to secure funding for services.
- Continued its commitment to investing €1.3 million over 3 years to respond to the ageing demographic changes.
- Carried out a survey of Board effectiveness.
- Signed off on an enhanced Risk Management Process.
- Reviewed Finance and Fundraising controls and procedures.
- Agreed a restructuring of the management within ALONE to support growth projections of the organisation going forward.

## **Board of Trustees**

Mr. Eddie Matthews(Chairman)

Ms. Annette Gavigan (Secretary)

Ms. Liz Kilcommons

Ms. Patricia Larkin

Mr. Pat Morgan

Mr. Michael Hodgins

Mr. Jeremy Chapman

Mr. Joe Sheedy

Mr. Kevin McConville (Honorary Member)

Mr. Ciaran Donnegan (Observer status, awaiting appointment)

Mrs. Eimear Cahalin (Observer status, awaiting appointment)

Mr. Ed Sibley (Observer status, awaiting appointment)

Mr. Seán Moynihan Chief Executive Officer

**ALONE**





**ALONE**

Supporting older people  
to age at home